

ICSolutions PRESENTS THIS PROPOSAL TO:

Webb County, Texas

RFP 2026-006

**WEBB COUNTY INMATE
TELEPHONE SERVICES**

DUE: MARCH 23, 2026 @ 4:00 PM

DAVID URBINA

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



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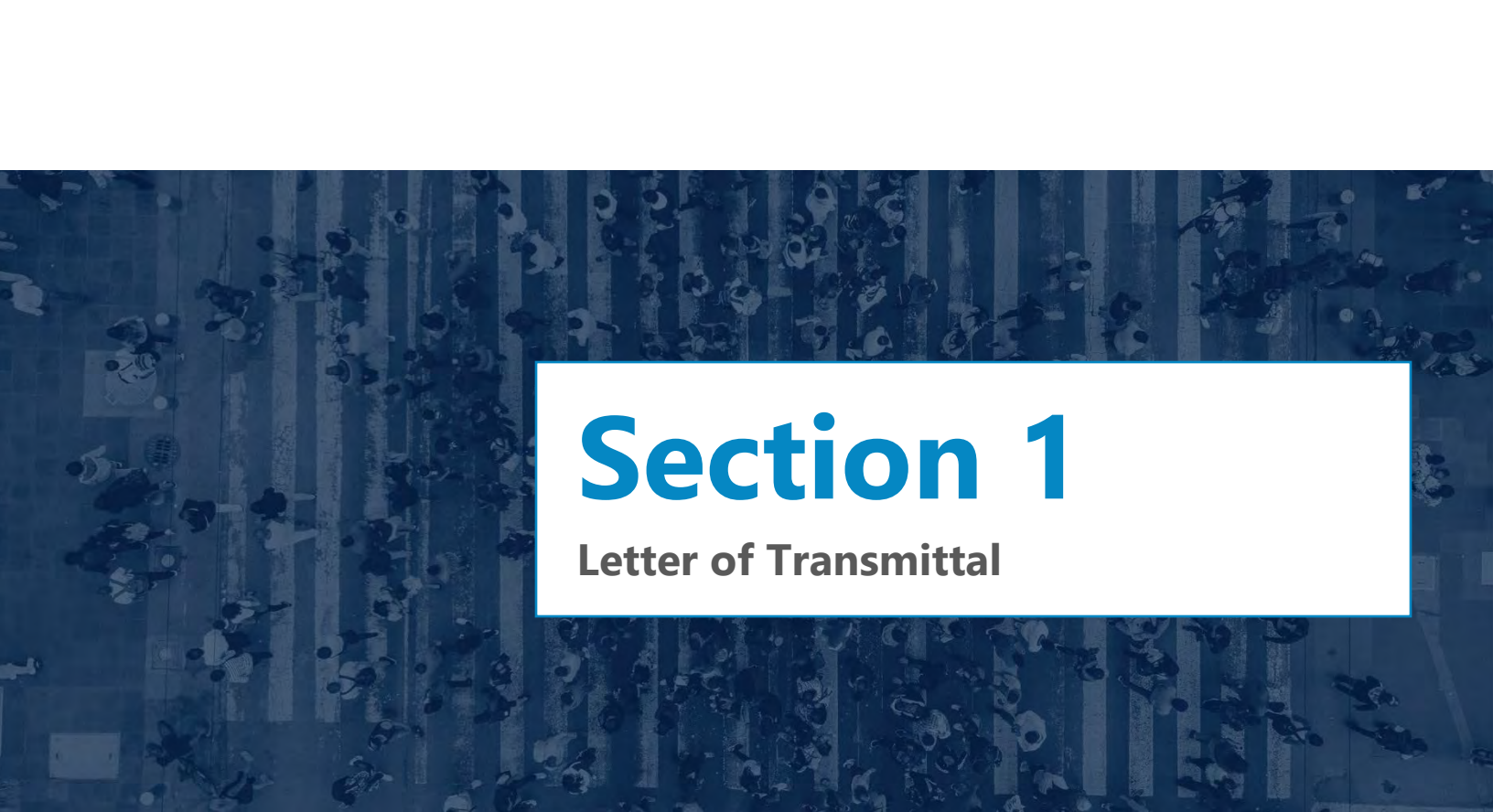
The following is a non-exhaustive list of United States trademark applications and registrations owned by ICSolutions and its affiliates:

Inmate Calling Solutions®	The Bridge 6™
ICSolutions®	The Bridge 8™
The ENFORCER®	The Bridge 10™
DirectLink Trust™	The Communicator™
Family First™	The Imposter™
Message of the Day™	The Observer™
QuickConnect™	The Verifier™
QwikCall®	The Visitor™
The Analyzer™	The Word Detector™
The Attendant™	The V10™
The Bridge™	The V17™
The Bridge 5™	

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Section 1

Letter of Transmittal

March 20, 2026

Webb County Purchasing Agent's Office
1110 Washington Street, Suite 101
Laredo, TX 78045
ATTN: Juan Guerrero, Contract Administrator

RE: RFP 2026-006 for *Webb County Inmate Telephone Services*

Dear Mr. Guerrero and the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Webb County's inmate communication needs. The attached proposal will meet or exceed your objectives for this RFP.

Inmate Calling Solutions, LLC (dba ICSolutions) certifies that that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
Office: 866-228-4040 | Email: mken尼迪@icsolutions.com

Please feel free to contact your Regional Account Manager and Primary Contact with any questions regarding our offer:

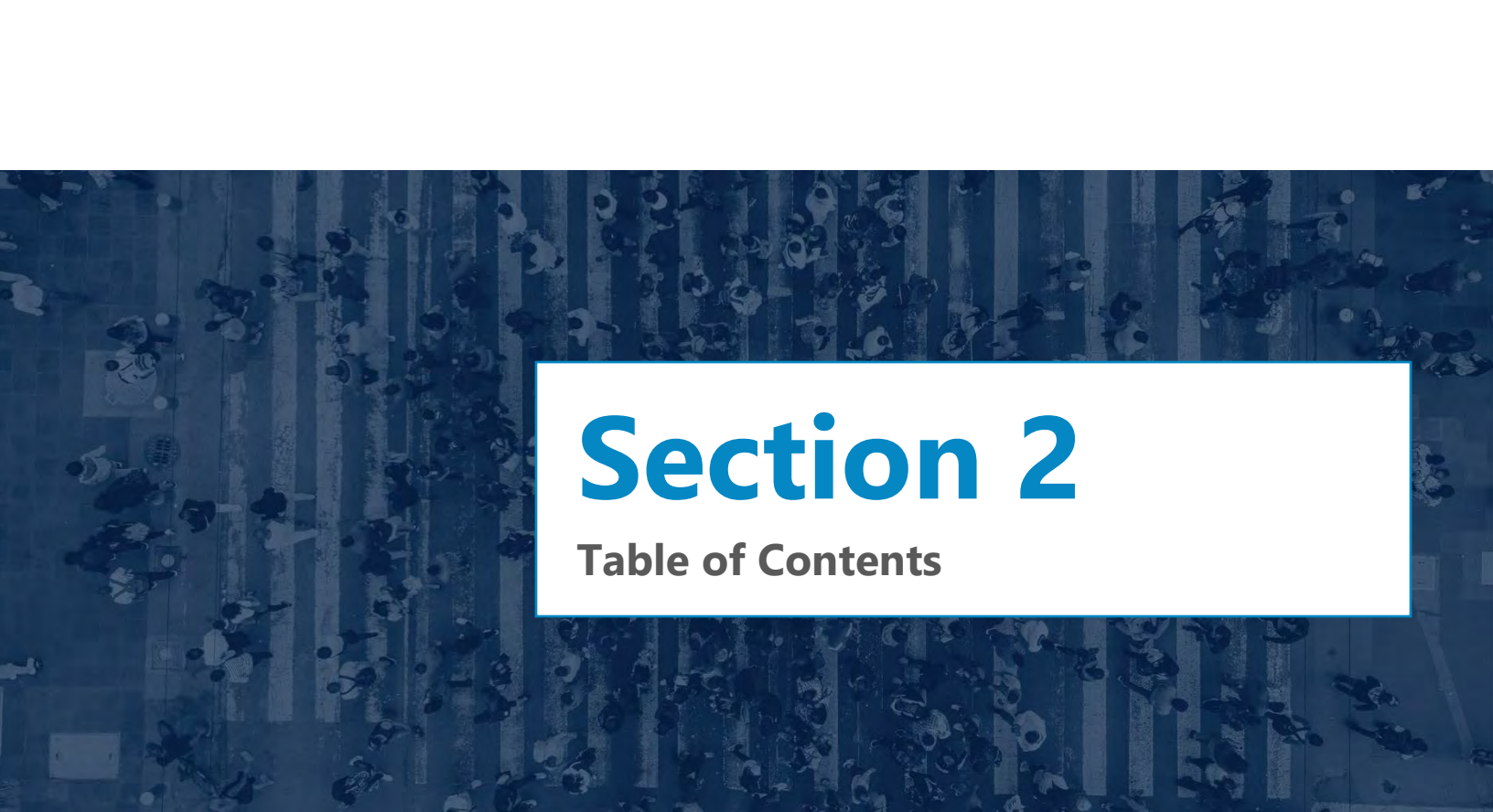
Mr. David Urbina, ICSolutions Regional Account Manager
Office: 956-746-6012 | Email: durbina@icsolutions.com | CC: RFP@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to earning the business and complete satisfaction of the Webb County Jail, its staff, and its inmate communication services customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing



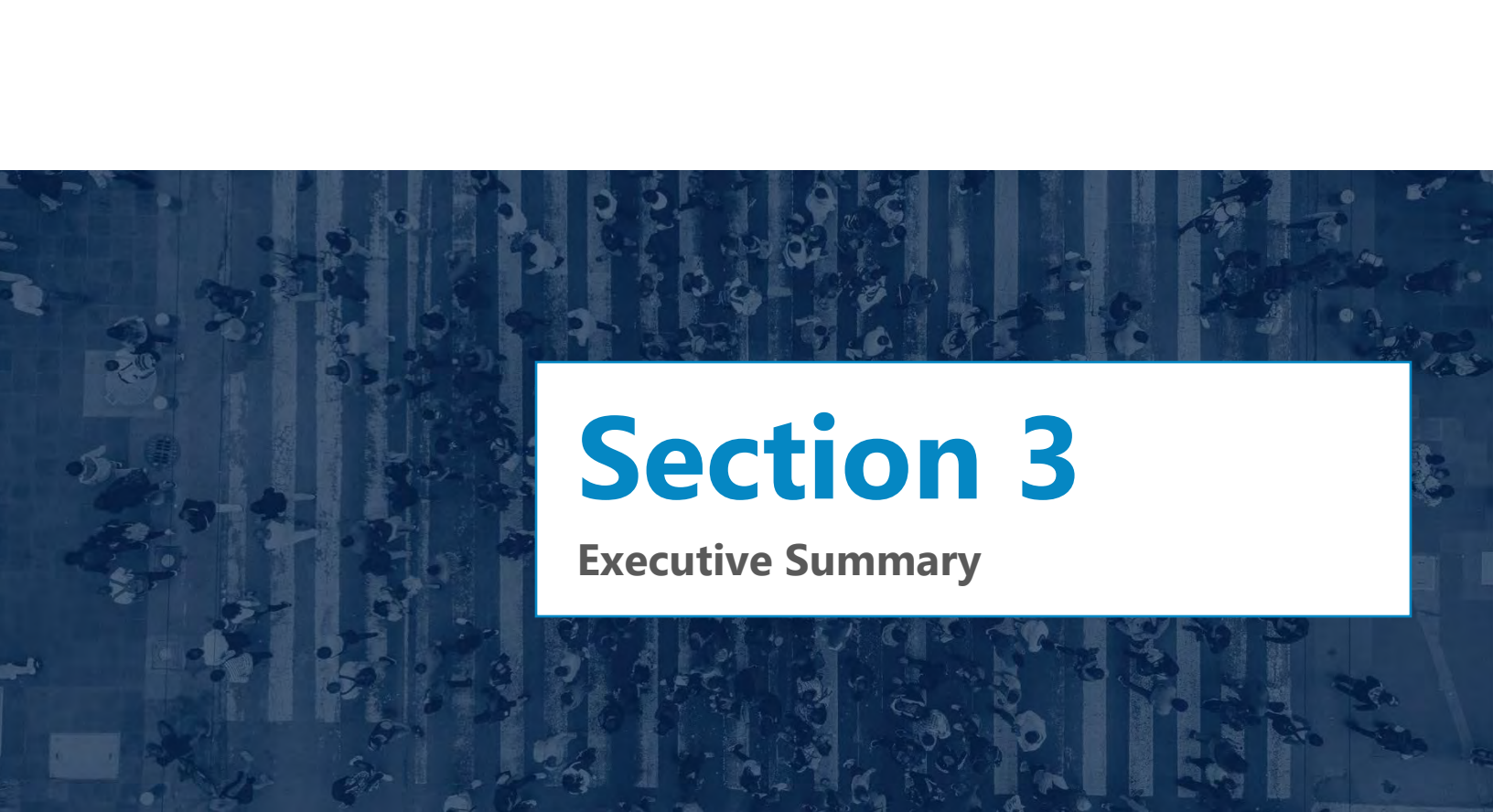
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Section 3

Executive Summary

SECTION 3

Executive Summary

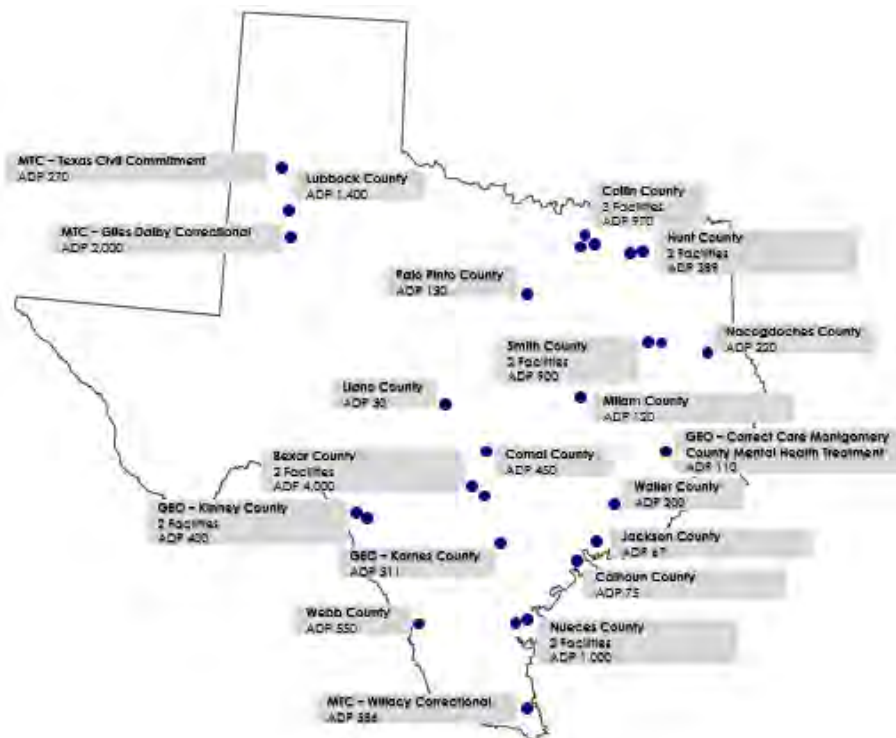
ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Phone, Video Visitation, and Tablet Services for Webb County, Texas. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002.

Throughout our 24 years, we have enhanced correctional facility safety, security, and efficiency through the continuous development and improvement of calling features, investigative tools, video visitation services, and tablet technology. As a result, we offer the industry's most flexible and secure correctional technology solutions.

ICSolutions, together with its affiliates in the Keefe Group of companies – including leading commissary vendor Keefe Commissary Network (KCN) – is ***the only company in the industry that can be a total service partner*** for phones, commissary, inmate banking, kiosks, video visitation, tablets, and other proposed technologies, as well as food and vending services.

Experience in Inmate Communications

ICSolutions is a Texas company with our nationwide headquarters located in San Antonio. In Texas alone, ICSolutions provides inmate calling services to 24 correctional facilities. Our customers in Texas range in size from small county jails with fewer than 50 inmates to Bexar County with 4,000+ inmates.



Across the United States, ICSolutions provides our ENFORCER calling system and outstanding customer service to more than 550 individual facilities, making up more than 250 agencies that serve approximately 350,000 inmates.

Agencies using our services range in size from small city, county, and regional facilities to ten (10) large state DOCs housing as many as 20,000+ inmates. ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, **the Federal Bureau of Prisons (FBOP), housing 160,000 inmates.** The FBOP sets the strictest standards in the U.S. for correctional calling services. As such, THE ENFORCER has been subjected to the most rigorous testing standards in the nation to ensure its features operate to spec and its security is beyond reproach.

Our clients of every size rely on our proprietary ENFORCER calling system to process calls; THE ENFORCER is a truly scalable, proven platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, THE ENFORCER provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

In addition, ICSolutions has successfully installed 6,000 video visitation units at more than 300 sites serving more than 145,000 inmates. ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in about 330 client facilities, supporting more than 145,000 inmates using 100,000+ tablets. And we provide mail scanning services to more than 50 correctional facilities across the U.S.



Included Technology & Services

ICSolutions' offer includes the following technology and services – with a **single staff interface** to access all services – at no cost to the County:

THE ENFORCER® Inmate Calling Platform

- ✓ 84 inmate telephones
 - o Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ 41 visitation phone sets connected to THE ENFORCER for monitoring & recording
- ✓ Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates
- ✓ Inmate voicemail messaging
- ✓ Redundant data storage in our Atlanta and San Antonio data centers
- ✓ Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ Unlimited ENFORCER user licenses

Transcription & Translation for All Inmate Communications

- ✓ All calls and visits are automatically transcribed upon completion
- ✓ Artificial Intelligence creates an **AI Summary of each conversation**
- ✓ Keyword search tools help locate words and phrases of interest
- ✓ Translation available in multiple languages for inmate grievances, email messages, calls, & visits
 - o Officers & inmates can write grievances & responses in separate languages

THE ENFORCER® Investigative & IVR Suite

- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System

- ✓ 120 tablets with 8" screens
- ✓ 24 inmate kiosks with 17" screens for video visitation
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - o Operate the Tablet Distribution System described below for tablet checkout/in
 - o With 8" touchscreens, stations are also fully functional inmate kiosks that serve as additional backup to tablets and video visitation kiosks
- ✓ Secure communication made easy using handheld tablets & kiosks
 - o Remote video visitation, with network bandwidth provided by ICSolutions
 - o Inmate email / text messaging and inbound photo sharing
 - o Encrypted messaging with registered attorneys, with **DocuSign signature** capture
 - o Inmate calling through ICSolutions' ENFORCER platform
- ✓ FREE access to scanned postal mail
- ✓ FREE inmate self-service apps
 - o Commissary ordering + balance check
 - o Bonds / court dates
 - o Customizable forms
 - o Grievance reporting + inmate requests
 - o Medical requests / sick call
 - o Inmate handbook & other facility documents
- ✓ FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education
- ✓ FREE premium educational content from **Edovo Core**
 - o Full library, GED prep, behavioral therapy, vocational training, and more
 - o Enables the County to upload its own content
 - o Supports continued learning after release, at no cost to the County or user
- ✓ **FREE Daystar Prison Ministry religious television streaming app**
- ✓ **FREE life skills educational content from ACCI**
- ✓ One-of-a-kind PRESENTATION APP to facilitate **teacher-led learning, religious services, and other live group instruction**
- ✓ FREE eBooks, including religious materials
- ✓ FREE Purple video relay service to ensure ADA compliance
- ✓ FREE access to the digital law library
- ✓ Large collection of streaming entertainment content available – music, movies, sports, games, etc.

Unique BRIDGE 8.0™ Tablet Distribution System

- ✓ Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- ✓ Kiosk camera photographs each inmate who accesses the system
- ✓ Only the inmate who checked out a tablet can operate it
- ✓ System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- ✓ Forces each inmate to return a previous tablet before they can check out another
- ✓ **Minimizes staff involvement in managing tablet distribution & collection**

Offsite Personal Mail Scanning

- ✓ Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- ✓ Delivered to inmates via the inmate tablets & kiosks

Onsite Legal Mail Scanning

- ✓ Inmates will open and scan legal mail in the presence of an officer, who then assigns the scanned mail to the correct inmate
- ✓ Inmate enters their tablet PIN to verify they were present during mail opening
- ✓ Scanned mail is viewable via THE BRIDGE's Messaging app & can also be printed
- ✓ Includes a cart-mounted scanner/copier & shredder for portability to inmate locations

Lexis Nexis Law Library Subscription

- ✓ Accessible via the inmate tablets & kiosks
- ✓ Simple and complex searching of Federal and State case law, statutes, and administrative law

JMS & Commissary/Banking Interfaces

- ✓ Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - o A single Debit Account to pay for all phone, video, & tablet services
- ✓ Automated inmate ID/PINs

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Initial and ongoing training for all County users
- ✓ **Dedicated Site Administrator / Technician stationed onsite full-time** to perform routine maintenance and emergency onsite service
 - o Can assist with **scanning legal mail**, if desired by the County
 - o Can assist with **administering inmate tablets**
 - o Can assist visitors with registration & scheduling
 - o Can assist with other administrative and investigative tasks
 - o Available to respond immediately to onsite repair requests
 - o Available to testify in court proceedings
 - o Will regularly inspect & maintain onsite equipment
- ✓ Local technicians to provide backup onsite support as needed
- ✓ 24 x 7 x 365 live, U.S.-based service for County staff and public users
- ✓ All-inclusive support and repair/replace maintenance package

Please note that equipment quantities listed above reflect our best understanding of the County's needs, based upon information provided in the RFP process, and are negotiable upon request. This proposal also includes information about our ability to provide additional services, including Note Active software and

hardware for officer rounds and inmate tracking, and ceiling-mounted and wearable health monitoring options. These services are described in **SECTION 5: SCOPE OF WORK**.

Key components of our solution and the value they offer to inmates, Jail staff, and the public are described below.

THE ENFORCER® Calling Platform

At the heart of our communications solution is ICSolutions' centralized ENFORCER calling platform, which houses call processing and call detail records in redundant, geographically separate data centers. Whether calls are placed using a tablet, kiosk, or standard inmate phone, all calling will be processed through THE ENFORCER. Our system features an open architecture that allows it to easily integrate with other Jail systems, such as your Jail Management, Commissary, and Banking Systems, to enable data sharing across multiple systems. THE ENFORCER employs redundancy at every level to guarantee 99.999% uptime.

Best-in-Class Tablet & Kiosk Equipment with FREE Upgrades Fully Managed by ICSolutions

ICSolutions' BRIDGE tablet and kiosk solution features **tablet drop detection** to track and mitigate intentional damage to tablets, along with a large suite of free and premium content applications, including inmate calling, video visitation using tablets or kiosks, email/text messaging, photo sharing, commissary ordering, fully customizable grievance management, and more!

While video visitation will be available to inmates via the tablets, ICSolutions also offers an improved visitation experience with the installation of dedicated 17" kiosks.

Our solution also features **the industry's only inmate self-service tablet management system** to minimize staff intervention in the tablet distribution and collection process. Features of this sophisticated system include:

- One touchscreen kiosk manages tablet charging and inventory controls
- Automatically dispenses the most charged tablet at the time of checkout
- Facial recognition + PIN enforce secure tablet checkout
- Prevents an inmate from taking a tablet without checking it out, and prevents an inmate from checking out more than one tablet at a time
- Automated inventory controls track tablet checkouts/check-ins
- Send alerts to specified officer(s) if a tablet is not returned to the base on time
- Touchscreen distribution kiosk is also a backup device hosting all tablet/kiosk applications

With our inmate self-service kiosk, **Jail staff can entrust all tablet distribution, collection, and charging responsibilities entirely to THE BRIDGE tablet system!**

Our tablet devices also feature **facial recognition** for inmate login – similar to Face ID on a cell phone – to ensure access to communication services is restricted to only the authorized inmate user.

ICSolutions' offer features impressive industry-leading technology that is not available from any other vendor. We request and strongly encourage **live demonstrations** so that County staff can see the differences for themselves, in real time.

In addition to the above, ICSolutions' offer includes FREE and UNLIMITED use of the Edovo Core premium educational platform. Edovo Core has a **full library, GED courses, vocational training, cognitive behavioral therapy, and more.** Edovo also enables the Jail to upload its own educational content. This educational platform transforms the environment of a correctional facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace.

Edovo Go allows learners to **continue their education once released** – at no cost to them! And with the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Examples of available education content include:

- Cognitive Behavioral Therapy & Mental Health
- GED, HiSET & TASC
- Job Skills & Personal Finance
- College Materials
- Religion & Spirituality
- Health Topics
- Reading & Literacy
- Parenting
- Legal Topics
- Personal Development
- Language Learning
- Writing Courses
- Mathematics & Economics
- Science

The content library is constantly updated as new content becomes available.

Equipment Redundancy

All tablet software will also be available on the inmate kiosks. In areas where tablets are not allowed, or when tablet permissions are suspended, inmates can still access key services like video visitation, grievance reporting, commissary ordering, law library, email/text messaging, and review of scanned postal mail through the inmate kiosks in the housing areas. In addition, inmate calling will be enabled on all devices – substantially expanding access to this core communication service.

Mail Scanning

ICSolutions' offer includes FREE offsite or onsite scanning of postal mail, along with our unique legal mail scanning solution. With our offsite mail scanning solution in place, the Webb County Jail will no longer be burdened by the daily tasks and risks associated with receiving postal mail. And with our legal mail scanning solution, mail will be scanned in the presence of the inmate, in compliance with confidentiality requirements – a daily task that can be fully managed by an ICSolutions Site / Tablet Administrator, if desired by the County.

Together, our mail scanning solutions will **eliminate mail-based contraband** and **save you considerable staff time and manpower.**

Investigative & Administrative Tools

ICSolutions' offer will enhance security by introducing an array of useful new investigative tools, including ICSolutions' Transcription / Translation, Link Analysis / Data Mining, Voice Biometrics, and Keyword Search modules. Plus, all call recordings and data will be stored online for the entire contract duration, plus any required retention period thereafter – guaranteeing constant and uninterrupted access to your valuable investigative data.

Our Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of phone call and visitation recordings** the moment they are completed and uses Artificial Intelligence to create an **AI Summary of all conversations**. In addition, translation into several languages is available on all forms of communication, including call and visitation recordings, email/text messages, and even inmate grievances. Using the translation module for grievances allows an inmate and an officer to understand each other, even if they are writing their submissions and responses in different languages.

Save Valuable Staff
Time with
Transcription &
AI Summary



For a 15-minute call,
it takes

1 minute

to read the AI summary,
**5 minutes to read the
transcript, or 15
minutes to listen to
the entire call**

Free Services for Inmates

We are proud to offer our KEEP FAMILIES CONNECTED™ Program – providing **FREE calls, remote visits, and email messages to all inmates** for as long as you are an ICSolutions customer! This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden even beyond the affordable calling rates we have proposed.

And, regardless of their financial standing, all inmates will always be able to access free services and administrative resources on our kiosks and tablets. Our shared tablet model **guarantees universal tablet access to ALL inmates** for critical, no-cost services like legal research, job viewing, form submission, education, etc. – with no rental, subscription, or other such fees.

Ethics & Accountability

All products and services described in this proposal will be entirely managed by ICSolutions. ICSolutions has a 99% contract renewal rate and has never terminated a contract early or lost a contract due to failure to perform services as agreed. We have never lost a single call recording or call detail record. And we have an outstanding reputation for excellent local service.

Like all Keefe companies, ICSolutions operates with unimpeachable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers.

Unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal use of call recipient cell phone location technology, multiple class action lawsuits, bankruptcy filings, or fines by regulatory agencies.

ICSolutions will provide the highest service standards to Webb County, its constituents, and all users of ICSolutions' services.

Reliable Service to Minimize Jail Staff Involvement

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of the inmate communication system. Our commitment extends to all systems, telephones, tablets, kiosks, software, and peripheral hardware. ICSolutions' support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

To ensure we meet this goal, our proposal includes a **full-time Site Administrator / Technician** provided at no cost to the County. This technical expert will be onsite 40 hours per week to help administer tablets, maintain and repair equipment, and perform administrative and investigative tasks as assigned by the facility.

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions sends out technicians for routine maintenance monthly, or as desired by the County. To facilitate speedy repairs, ICSolutions maintains an inventory of spare parts either onsite or with an on-call local technician for each facility, typically storing a local inventory of 10% of the installed components.

In addition, ICSolutions deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. Many issues can be detected and even repaired remotely – maximizing system uptime and minimizing any onsite disruptions.

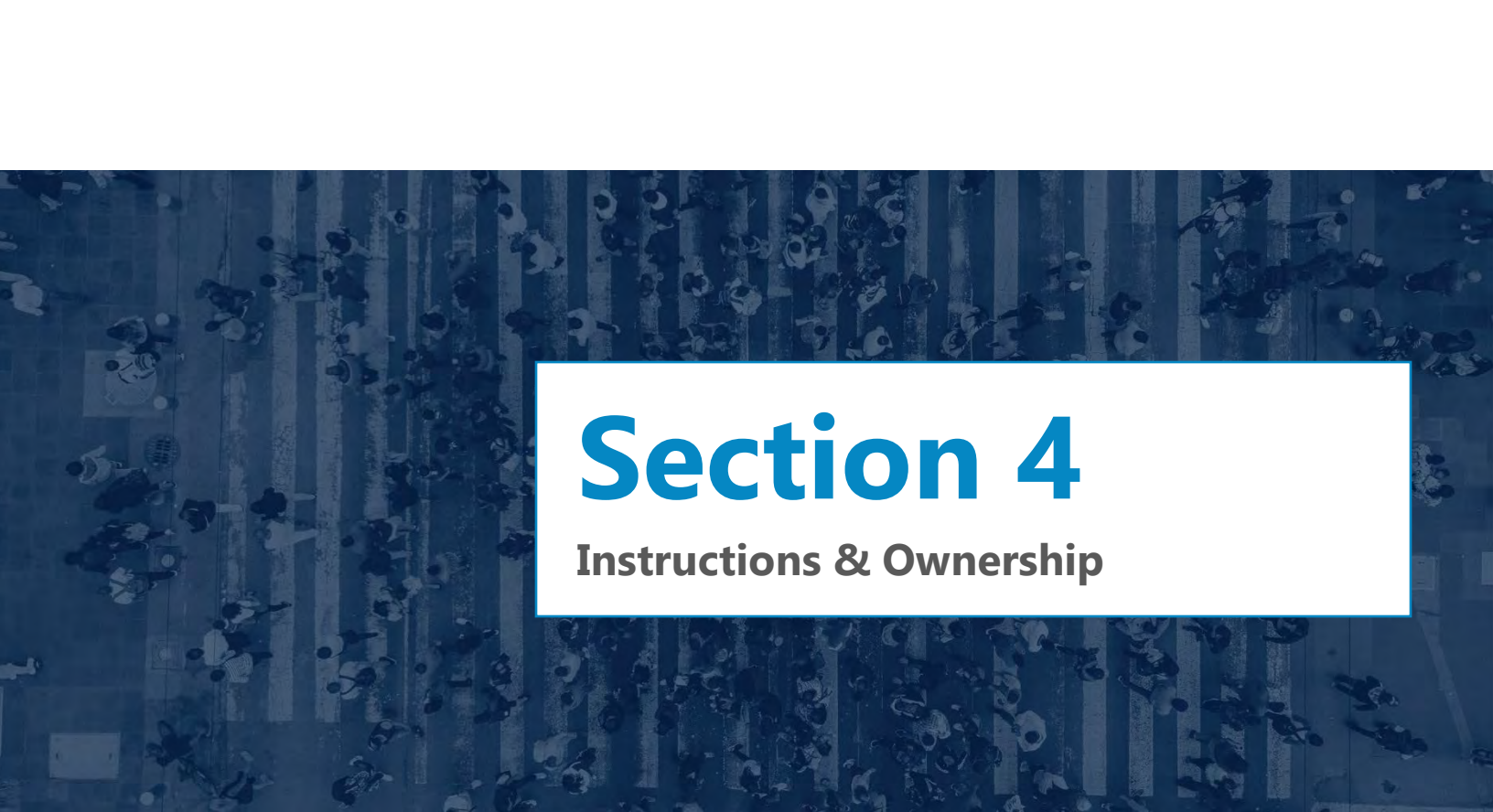
Local Account Manager & Primary Contact

Webb County will be served by Mr. David Urbina, your Regional Account Manager and Primary Contact for this contract. As your account manager, David will be responsible for working directly with the County throughout the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the facilities experience no downtime and no disruption of services during the process.

Since David is responsible for both your implementation and ongoing satisfaction, he will have a vested interest in the success of your installation; and he will be intimately familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration. David will use this information to ensure that the County receives the best possible service throughout your entire contract term.

Thank You

Thank you for taking the time to review our Proposal for Webb County. We have created an offer that we believe meets your unique needs; please don't hesitate to contact us with any questions, or to request a live demonstration of any of the technology described herein.



Section 4

Instructions & Ownership

SECTION 4

Instructions & Ownership

Section 1. Introductions to Respondents

This RFP solicitation is a public invitation to all parties interested in submitting a formal Proposal for the scope of services stipulated herein. The word "Offeror" "Proposer" and "Respondent" may be interchanged throughout the document, but have the same meaning as it pertains to this RFP; *An individual, Respondent, corporation or other entity supplying information/responding to a public solicitation.*

The following items are provided as general information and instructions as required by Webb County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.1 Instructions to Proposers

- a) Your proposal should be concise, specific, and complete and should demonstrate a thorough understanding of the terms and conditions of this proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

- b) Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete offer are not desired. Legibility, clarity, and completeness are much more important.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

- c) Your proposal must be signed by an official authorized to bind your company or as an individual contractually and must be accompanied by a statement to the effect that your offer is firm for a period of not less than 60 calendar days after the closing date of Request for Proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

- d) Proposer must provide all information required by the forms attached to include all corresponding documents required by Webb County Purchasing Agent.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

- e) County has the right to negotiate with proposer(s) before award for the purpose of obtaining best and final offers. All proposers will be treated fairly & equally with respect to any opportunity for discussion & revision of proposals. Revisions may be permitted (if requested by the Purchasing Agent) after submission and before award for purposes of obtaining Best and Final Offer (BAFO).

No oral interpretations will be made to any Respondent. Each request for clarification shall be requested during the pre-proposal meeting and/or questions may be submitted online via our e-procurement portal by deadlines stipulated under Section 1.41 RFP Schedule of Events -Questions/Answers. Clarifications and/or answers to questions submitted will be posted either by official addendum and/or in response to the Q&A deadlines on our e-procurement portal as per our RFP Schedule. It is, however, the Respondent's responsibility to make inquiry as to any addenda issued and/or answers posted in the e-procurement portal. All such addenda shall become part of the contract documents and all Respondents shall be bound by such addenda, whether or not received by the Respondents.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.2 Governing Law

Respondent is advised that these requirements shall be fully governed by the laws of the State of Texas and that Webb County may request and rely on advice, decisions, and opinions of the Attorney General of Texas and General Counsel for Webb County concerning any portion of these requirements.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.3 Ambiguity, Conflict, or other errors in the RFP

If Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, Respondent shall immediately notify the Webb County Purchasing Agent of such error in writing and request modification or clarification of the document. Modifications will be made by issuing Addenda. Written notice will be given to all parties who have been furnished with the RFP without divulging the source of the request for the same. If the Respondent fails to notify the Webb County Purchasing Agent prior to the date and time fixed for submission of Bid, an error or ambiguity in the RFP known to Respondent, or an error or ambiguity that reasonably should have been known to Respondent, then Respondent shall not be entitled to compensation or additional time by reason of the error or ambiguity or its later resolution.

The County may also modify the RFP, no later than 48 hours prior to the date and time fixed for submission of proposals, by issuance of an Addendum to all parties who have received the RFP. All addenda will be numbered consecutively, beginning with number one (1).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.4 Notification of Most Current Address

Respondents in receipt of this RFP shall notify Mr. Juan Guerrero, Contract Administrator, of any address changes, contact person changes, and/or telephone number changes no later

than 48 hours prior to the date and time fixed for submission of proposals. All electronic submittals can be retracted and resubmitted for same purpose prior to deadline. For instructions or additional information Mr. Guerrero can be reached at (956) 523-4149 or via email at juguerrero@webbcountytexas.gov

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.5 PROPOSAL Preparation Cost

Respondents submitting PROPOSAL do so entirely at their expense. There is no express or implied obligation by the Webb County to reimburse a Respondent for any costs incurred in preparing or submitting a proposal, providing additional information when requested by the Scoring Committee or Commissioners Court, participating in any selection interviews, site visits, or participating in this procurement, when applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.6 Signature of Respondent

A transmittal letter, which shall be considered an integral part of the proposal, shall be signed by an individual who is authorized to bind the Respondent contractually. If the Respondent is a corporation, the legal name of the corporation shall be provided together with the signature of the officer or officers authorized to sign on behalf of the corporation. If applicable.

If the Respondent is a partnership, the true name of the Respondent shall be provided with the signature of the partner or partners authorized to sign. If the Respondent is an individual, that individual shall sign. If signature is by an agent, other than an officer of a corporation or a member of a partnership, a power of attorney or equivalent document must be submitted prior to the deadline of RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

A signed transmittal letter is included as **SECTION 1**. ICSolutions' legal name is Inmate Calling Solutions, LLC (dba ICSolutions).

1.7 Economy of Presentation

PROPOSAL shall not contain promotional or display materials, except as they may directly answer in whole or in part questions contained in the RFP. Such exhibits shall be clearly marked with the applicable reference number of the question in the RFP. Bids must address the technical requirements as specified in the RFP. All questions posed by the RFP must be answered concisely and clearly. Bids that do not address each criterion may be rejected and not considered.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.8 Respondent Obligation

The contents of the response to RFP and any clarification thereof submitted by the selected Respondent shall become part of the contractual obligation and incorporated by reference into the ensuing contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.9 Intentionally Left Blank

1.10 Governing Terms

In the event of any conflict of interpretation of any part of this overall document, Webb County's interpretation shall govern. To include any Addendum(s) published.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.11 Implied Requirements

Products and services not specifically mentioned in the RFP, but which are necessary to provide the functional capabilities described by the Respondent, shall be included in the PROPOSAL, if applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.12 Compliance with RFP Specifications

It is intended that this RFP describe the requirements and the response format in sufficient detail to secure comparable PROPOSAL. Failure to comply with all provisions of the RFP may result in disqualification.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.13 Intentionally Left Blank

1.14 Awarded Vendor(s): Submission of FORM 1295 (Texas Ethics Commission)

In accordance with House Bill 1295 (passed January 1, 2016), Vendors entering into contracts and professional agreements with Webb County will be required to complete a Certificate of Interested Parties (FORM 1295), unless contract is considered exempt as described below.

In 2017, the Texas legislature amended the law to require Form 1295 to include an "unsworn declaration" which includes, among other things, the date of birth and address of the authorized representative signing the form. The unsworn declaration, including the date of birth and address of the signatory, replaces the notary requirement that applied to contracts entered into before January 1, 2018. The TEC filing application does not capture the date of birth or street address of the signatory and it will not appear on forms that are filed using the TEC filing application.

Changes to the law requiring certain businesses to file a Form 1295 are in effect for contracts entered into or amended on or after January 1, 2018. The changes exempt businesses from filing a Form 1295 for certain types of contracts and replace the need for a completed Form 1295 to be notarized. Instead, the person filing a 1295 needs to complete an “unsworn declaration.”

FORM 1295 Exemptions: What type of contracts are exempt from the Form 1295 filing requirement under the amended law? The amended law adds to the list of types of contracts exempt from the Form 1295 filing requirement. A completed Form 1295 is not required for:

- a. a sponsored research contract of an institution of higher education
- b. an interagency contract of a state agency or an institution of higher education
- c. a contract related to health and human services if: the value of the contract cannot be determined at the time the contract is executed; and or any qualified Respondent is eligible for the contract
- d. a contract with a publicly traded business entity, including a wholly owned subsidiary of the business entity
- e. a contract with an electric utility, as that term is defined by Section 31.002, Utilities Code
- f. a contract with a gas utility, as that term is defined by Section 121.001, Utilities Code

Upon entering into a contract or professional agreement, the Civil Legal Department will submit a request to the awarded Respondent to both:

1. Submit a FORM 1295 online via the Texas Ethics Commission website link below.

Vendors must enter the required information on Form 1295, and print a copy of the completed form. The form will include a certification of filing that will contain a unique certification number.

2. Submit a FORM 1295 hard copy (completed & signed by an Authorized Agent of the Awarded Respondent), to the Civil Legal Department.

FORM 1295, Completion Instructions, and Login Instructions are available via the Texas Ethics Commission Website at:
https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.15 Acceptance of Sealed Hard Copy PROPOSAL

Webb County will accept hard copy Proposal Proposals, Respondents must provide one original and four (4) copies in a sealed envelope. Sealed envelope must contain the name and number of RFP on the top right corner of envelope and be delivered sealed to the following address prior to deadline (See RFP Schedule – Section 1.41)

Webb County Purchasing Agent's Office
1110 Washington Street, Suite 101
Laredo, Texas 78045
Attn: Juan Guerrero, Contract Administrator

BIDs received after the published deadline to submit will not be accepted and will be returned to Respondent unopened. **Webb County encourages all interested parties to register on our e-Proposal portal** <https://webbcountyebid.ionwave.net/Login.aspx> **Click on “Supplier Registration” and submit your PROPOSAL online.** For assistance on supplier registration

please contact Mr. Juan Guerrero, Contract Administrator with the Purchasing Department at (956) 523-4125 or email at juaguerrero@webbcountytx.gov

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Our proposal is submitted via website. We would be happy to provide hard copies upon request.

1.16 Evaluation

Webb County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect the County's judgment as to the appropriateness of an award to the best evaluated Respondent. This information may be appended to the PROPOSAL evaluation process results. Information on a service provider from reliable sources, and not within the service provider's proposal, may also be noted and made part of the evaluation file. Webb County shall have sole responsibility for determining a reliable source. If applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.17 Withdrawal of Bid

For hard copy submittals, the Respondent may withdraw its PROPOSAL by submitting a written request over the signature of an authorized individual to the Purchasing Agent any time prior to the submission deadline. The Respondent may thereafter submit a new hard Proposal prior to the deadline in accordance with **Section 1.15 (Acceptance of Sealed Hard Copy Bid)**.

If Respondent submitted PROPOSAL electronically (<https://webbcountyebid.ionwave.net/Login.aspx>) Respondent may retract and resubmit PROPOSAL prior to deadline without notification to the Purchasing Agent. **Modification or withdrawal of the Proposal in any manner, oral or written, will not be considered if submitted after the deadline.**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.18 Small Business Enterprises, Minority Business Enterprises & Women's Business Enterprises

Webb County encourages all Small Business Enterprises (SBE), Minority Business Enterprises (MBE), and Women's Business Enterprises (WBEs) to participate in this solicitation. Webb County will email the corresponding information to further promote participation of all SBEs, MBEs, and WBEs to the following email address MWBE@texasagriculture.gov

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.19 Award

Webb County may contract for the construction, alteration, rehabilitation, or repair of a facility only after the entity advertises for bids for the contract in a manner prescribed by law, receives

competitive bids, and awards the ITB/RFP to the lowest responsible Respondent by official action taken by the Webb County Commissioners Court, when applicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.20 Ownership of Bid / Proposal

All BIDs/PROPOSALS become the property of Webb County and will not be returned to Respondents.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.21 Disqualification of Respondent

Upon submission of Proposal proposals, a Respondent offering to sell supplies, materials, services, or equipment to Webb County certifies that the Respondent has not violated the antitrust laws of this state codified in Section 15.01, et seq, Business & Commerce Code, or the Federal Antitrust Laws, and has not communicated directly or indirectly the offer made to any competitor or any other person engaged in such line of business. Any or all PROPOSAL may be rejected if the County believes that collusion exists among the Respondents/Respondents.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.22 Contractual Development

The contents of the RFP and the selected PROPOSAL will become an integral part of the contract, but may be modified by provisions of the contract as negotiated and in accordance with any and all applicable Local, State, and Federal regulations/provisions. Therefore, the Respondent must be amenable to inclusion in a contract of any information provided (in writing) either in response to this RFP or subsequently during the selection and negotiation process, if any.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.24 Contract Obligation

Webb County Commissioners' Court must award the contract, and the County Judge or other County Official authorized by Webb County Commissioners Court must sign the contract before it becomes binding on Webb County or the Respondent. **Elected Officials and Department heads are not authorized to sign contracts/agreements for Webb County for the exception of General Counsel with final approval and signature by the Webb County Judge.** Binding agreements shall remain in effect until all products and/or services covered by an executed agreement/contract have been satisfactorily delivered and accepted by Webb County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.25 Termination

Webb County reserves the right to terminate the agreement/contract for default if the awarded Respondent breached any of the terms stipulated on final executed agreement / contract between awarded Respondent and County, including warranties of Respondent, or if the Respondent becomes insolvent or commits acts of bankruptcy. Such right of termination is in addition to and not in lieu of any other remedies Webb County may have in law or equity. Default may be construed as, but not limited to, failure to deliver the proper goods and/or services within the proper amount of time, and/or to properly perform any and all other requirements to Webb County's satisfaction, and/or to meet all other obligations and requirements. Contracts may be terminated without cause in accordance with final contract/agreement termination provisions with a written notice to either party unless otherwise specified.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

Section 1.25 indicates that termination rights without cause are negotiable. Since services are provided at no cost to the Department and this project involves a substantial upfront capital investment, which we expect to recuperate via revenues generated over the course of a full three-year initial contract term, ICSolutions proposes the following clarification language be added: "The parties agree that, should the Department terminate the contract for convenience (without cause) prior to completion of the base contract term, the Department shall reimburse the Contractor for a pro-rata portion of its capital investment for each month that would have otherwise remained in the full three-year contract term."

1.26 Inspections

Webb County reserves the right to inspect any item(s) or service location(s) for compliance with specifications and requirements and needs of the using department. If a PROPOSAL cannot furnish a sample of a proposed item for review, or fails to satisfactorily show an ability to perform, the County can reject the Respondent as inadequate.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

1.27 Testing

Webb County reserves the right to test equipment, supplies, material and goods proposed for quality, compliance with specifications, and ability to meet the needs of the user. Demonstration units must be available for review. Should the goods or services fail to meet requirements and/or be unavailable for evaluation, the offer is subject to rejection, if applicable.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

1.29 Taxes

The Respondent and its sub-Respondents, agents and employees, as the case may be, will be responsible for the payment of all federal, state and local taxes, and deposits or contributions imposed or required by Local, State or Federal law.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

1.30 Non-Discrimination

The successful Respondent will be required to comply with the Americans with Disabilities Act and with all provisions of federal, state, county and local laws and regulations to ensure that no employee or applicant for employment is discriminated against because of race, color, religion, sex, age, handicap or national origin.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

1.33 Acknowledgment of Insurance Requirements

By signing its PROPOSAL, Respondent acknowledges that it has read and understands the insurance requirements for this Proposal stipulated under Section 1.34 (Insurance). Respondent also understands that evidence of required insurance must be submitted within five (5) working days following notification of award of its Proposal offer; otherwise, Webb County may rescind its acceptance of the Respondent's PROPOSAL. Proof of required minimum insurance will need to be submitted directly to the Webb County Civil Legal Department.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has included a sample Insurance Certificate as **EXHIBIT F**.

1.34 Insurance

1. Commercial General Liability insurance at minimum combined single limits of \$1,000,000 per-occurrence and \$2,000,000 general aggregate for bodily injury and property damage, which coverage shall include products/completed operations (\$1,000,000 products/completed operations aggregate), contractual, and no XCU (Explosion, Collapse, Underground) exclusion. Coverage must be written on an occurrence form. Contractual Liability must be maintained covering the Contractors obligations contained in the contract.

2. Workers Compensation insurance at statutory limits, including Employers Liability coverage at minimum limits of \$1,000,000 each-occurrence each accident/\$1,000,000 by disease each-occurrence/\$1,000,000 by disease aggregate.

3. Commercial Automobile Liability insurance at minimum combined single limits of 1,000,000 per-occurrence for bodily injury and property damage, including owned, non-owned, and hired auto coverage.

4. Errors & Omissions (Professional Liability) coverage should comply with the following:

a. Professional Liability with minimum limits of \$1,000,000 or higher, depending on the type, size, and scope of services.

b. This coverage must be maintained for at least two (2) years after the project is completed. If coverage is written on a claims-made basis, a policy retroactive date equivalent

to the inception date of the contract (or earlier) must be maintained during the full term the contract.

5. Cyber liability, including damages to third party's hardware, software and data, minimum \$1,000,000.

6. Crime coverage, including theft of client funds, minimum of \$500,000.

PLEASE NOTE: The required limits may be satisfied by any combination of primary, excess, or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following-form. The Contractor may maintain reasonable and customary deductibles, subject to approval by Webb County.

Any Subcontractor(s) hired by the Contractor shall maintain insurance coverage equal to that required of the Contractor. It is the responsibility of the Contractor to assure compliance with this provision. Webb County accepts no responsibility arising from the conduct, or lack of conduct, of the Subcontractor.

A Comprehensive General Liability insurance form may be used in lieu of a Commercial General Liability insurance form. In this event, coverage must be written on an occurrence basis, at limits of \$1,000,000 each-occurrence, combined single limit, and coverage must include a broad form Comprehensive General Liability Endorsement, products/completed operations, contractual liability, and no XCU exclusion.

With reference to the foregoing insurance requirement, Contractor shall specifically endorse applicable insurance policies as follows:

1. Webb County shall be named as a primary, non-contributory additional insured with respect to General Liability and Automobile Liability. If an umbrella is used to meet limits requirements, the additional insured must also apply to the umbrella.

2. All liability policies shall contain no cross-liability exclusions or insured versus insured restrictions.

3. A waiver of subrogation in favor of Webb County shall be contained in the Workers Compensation, and all liability policies.

4. All insurance policies shall be endorsed to require the insurer to immediately notify the Webb County of any material change in the insurance coverage.

5. All insurance policies shall be endorsed to the effect that Webb County will receive at least sixty-(60) days' notice prior to cancellation or non-renewal of the insurance.

6. All liability insurance policies which name Webb County as an additional insured, must be endorsed to read as primary and non-contributory coverage regardless of the application of other insurance.

7. Required limits may be satisfied by any combination of primary and umbrella liability insurances.

8. Contractor may maintain reasonable and customary deductibles, subject to approval by the Webb County.

9. Insurance must be purchased from insurers that are financially acceptable to the Webb

County.

10. Crime coverage to name Webb County as Loss Payee.

All insurance must be written on forms filed with and approved by the Texas Department of Insurance. Certificates of Insurance shall be prepared and executed by the insurance company or its authorized agent and shall contain provisions representing and warranting the following:

1. Sets forth all endorsements and insurance coverages according to requirements and instructions contained herein. A copy of each required endorsement is to accompany the Certificate of Insurance.

2. Shall specifically set forth the notice-of-cancellation or termination provisions to the Webb County.

3. Renewal Certificate(s) are to be automatically provided to the County immediately upon insurance renewal without a specific request from the County.

Upon request, Contractor shall furnish Webb County with certified copies of all insurance policies.

All contractors and subcontractors must be meeting minimum OSHA safety requirements as applicable to their operations.

ICSolutions Response:

ICSolutions has read the requirements and agrees with the following exceptions / requested changes:

Requirement #9. The requirement states that insurance must be purchased from insurers that are financially acceptable to the Webb County. ICSolutions cannot change insurers if the County deems they are financially unacceptable. Therefore, ICSolutions proposes to add the underlined language: "Such acceptance will not be unreasonably withheld."

Requirement #4 (second instance): The requirement states that all insurance policies shall be endorsed to immediately notify the Webb County of any material change in the insurance coverage. ICSolutions requests to revise the requirement to allow a sufficient amount of time to complete the endorsement, such as 5 days.

Requirement #3 (third instance): The second sentence of the requirement asks that ICSolutions provide Webb County with certified copies of all insurance policies. A complete policy copy that is not limited to relevant sections only would contain confidential information about other TKC customers. Therefore, ICSolutions would like to add the underlined language of the second sentence to state: Upon request, Contractor shall furnish Webb County with certified copies of all relevant sections of insurance policies.

1.35 Intentionally Left Blank

1.36 Intentionally Left Blank

1.37 Special Accommodations

To request special accommodations pursuant to the Americans with Disabilities Act (ADA), please notify the contact shown below, a minimum of 48 hours prior to a scheduled meeting.

Mr. Juan Guerrero, Contract Administrator at 956) 523-4149 or email at juquerrero@webbcountytx.gov

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.38 Webb County Purchasing Code of Ethics Policy

The County of Webb will ensure that it will promote and enforce proper ethical conduct by all Vendors, Procurement Officials, Elected Officials and County employees directly or indirectly involved in the procurement process. All vendors wishing to participate in any solicitation **must sign and notarize the affidavit form included as part of this solicitation package** and upload with your electronic submission or included with your hard copy sealed submission. Failure to submit form will disqualify your proposal package from being considered.

The Ethics Policy can be viewed at the Webb County Purchasing Agents website listed below for vendors to read prior to signing and submitting the affidavit form.
<http://www.webbcountytx.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>

The Webb County Purchasing Board approved the Code of Ethics policy on April 19, 2018 and adopted by the Webb County Commissioners Court on May 14, 2018.

When responding to an Active Solicitation, Vendors shall be required to disclose donations and campaign contributions by the Vendor or any individual or entity acting on the Vendor's behalf to the Purchasing Agent or his designee made within six (6) months prior to the date of the Active Solicitation. **Failure by a Vendor to accurately disclose such contributions may result in the Vendor's disqualification, debarment, or contract voidance as per Section 18 of the Ethics Policy.**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has made no such donations and campaign contributions by ICSolutions or any individual or entity acting on ICSolutions' behalf to the Purchasing Agent or his designee made within six (6) months prior to the date of the Active Solicitation.

1.39 Proposal Submissions During Time of Inclement Weather, Disaster, or Emergency

In case of inclement weather or any other unforeseen event causing the County to close for business on the date of a bid/proposal/request for statement of qualifications submission deadline, the bid/proposal/request closing will automatically be postponed until the next business day that County offices are open to the public. Should inclement weather conditions or any other unforeseen event cause delays in courier service operations, the County may issue an addendum to all known vendors interested in the project to extend the deadline. It will be the responsibility of the Respondent to notify the County of their interest in the project should these conditions impact their ability to submit a bid/proposal/statement of qualifications submission before the stated deadline.

The Webb County Purchasing Agent reserves the right to make the final judgement call to extend any deadline. Should an emergency or unanticipated event interrupt normal County processes, and bid/proposal/statement of qualifications submissions cannot be received by the Webb County Purchasing Department's office by the exact time specified in the RFP and urgent County requirements preclude amendment to the RFP, the time specified for receipt of

Bid will be deemed to be extended to the same time of day specified in the solicitation on the first business day on which normal County processes resume.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.40 Questions

Questions may be submitted by Respondents by signing in to our e-Proposal portal and using the "Questions" tab for submission by published deadline. All questions requiring an official response will be posted on e-bids for all interested parties to read in accordance with deadlines published under Section (RFP Schedule of Events).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.41 RFP Schedule of Events

Activity	Time	Date	Responsible Party
Public Notice/Newspaper	N/A	Mar. 10 th , Mar. 17 th	County Purchasing Office
Posted RFP on Website	N/A	Mar. 9 th -Mar 23 rd N/A	County Purchasing Office
Pre-Proposal Meeting	N/A		County Purchasing Office
Questions Due to County	No later than 5pm	Mar. 12 th	Respondent
Posting of Answers	No later than 5pm	Mar. 14 th	County Purchasing Office
Sealed Bids Due	4 pm (CT)	Mar. 23 rd	Respondent
Award of Contract	TBD	TBD	Governing Body
Finalization of Contract	TBD	TBD	Governing Body

Footnote: County reserves the right to adjust time and dates on above projected schedule if it is in the best interest for Webb County. Addendum will be issued to inform the Public and all interested parties.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.45 Proposal Modifications Prior to Proposal Opening

Any Respondent may modify its Proposal by submitting a modification or supplemental Proposal at any time prior to the scheduled closing time for receipt of bids, provided such modification or supplemental Proposal is received by County prior to the closing time. **For further instructions, please refer to Section 1.17 (Withdrawal of Bid).**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.48 Equal Employment Opportunity

Attention is called to the requirements for ensuring that employees and applicants for employment are not discriminated against because of race, color, religion, sex, sexual identity, gender identity, or national origin, and other civil rights requirements.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

1.49 Certification Regarding Lobbying

Contractors who apply or Proposal for an award of \$100,000 or more shall provide the required certification that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining a Federal contract, grant or any other award covered by 31 USC § 1352.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

The Certification Regarding Lobbying form was not included in the RFP package and should not apply, since this project does not involve federal funds nor any payments from the County to ICSolutions; however, we have not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining a Federal contract, grant or any other award covered by 31 USC § 1352, and we will provide the form upon request.

1.5 Conflict of Interest

Each Respondent must disclose any existing or potential conflict of interest relative to the performance of the requirements of this RFP. Examples of potential conflicts may include an existing business or personal relationship between the Respondent, its principal, or any affiliate or sub-Respondent, with the County or any other entity or person involved in any way in the project that is the subject of this RFP. Similarly, any personal or business relationship between the Respondent, the principals, or any affiliate or sub-Respondent, with any employee of the County or its suppliers must be disclosed. Any such relationship that might be perceived or represented as a conflict must be disclosed. Failure to disclose any such relationship or reveal personal relationships with state employees may be cause for contract termination. The County will decide if an actual or perceived conflict should result in Proposal disqualification.

Each Respondent must reveal any past or existing relationship between the Respondent, its principal, employees, or any affiliate or sub-Respondent, with any county agency, entity, county employee, or other person in anyway involved in the county's procurement and/or contracting processes.

It shall be the sole prerogative of the County to determine if such relationship constitutes a conflict of interest. By submitting a Proposal in response to this RFP, all Respondents affirm that they have not given, nor intend to give, at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement and more specifically to any member of the Webb County Governing Body.

The contract or contracts in this solicitation are subject to Texas Govt. Code Sec. 2261.252(b), which prohibits the Webb County from entering into contracts with certain private vendors in which certain Webb County officers and employees have a financial interest. Each respondent shall include in its PROPOSAL a statement that it is not prohibited from entering into a contract with Webb County as a result of a financial interest as defined under Texas Govt. Code Sec.

2261.252(b).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has provided this information on the **CONFLICT OF INTEREST FORM** in **SECTION 9**.

1.51 Confidential/Proprietary Information

If any material in the Proposal submission is considered by Respondent to be confidential or proprietary information (including manufacturing and/or design processes exclusive to the Respondent), Respondent must clearly mark the applicable pages of Respondent's Proposal submission to indicate each claim of confidentiality. Additionally, Respondent must include a statement on Respondent letterhead identifying all Proposal section(s) and page(s) that have been marked as confidential.

Webb County will protect from public disclosure such portions of a proposal, unless directed otherwise by legal authority, including existing open records acts. Merely making a blanket claim that the entire Proposal submission is protected from disclosure because it contains some proprietary information is not acceptable, and will make the entire Proposal submission subject to release under the Texas Public Information Act.

By submitting a PROPOSAL, Respondent agrees to reproduction by Webb County, without cost or liability, of any copyrighted portions of Respondent's Proposal submission or other information submitted by Respondent.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has not included any confidential information in this proposal.

2.0 Ownership of Contract Work Product

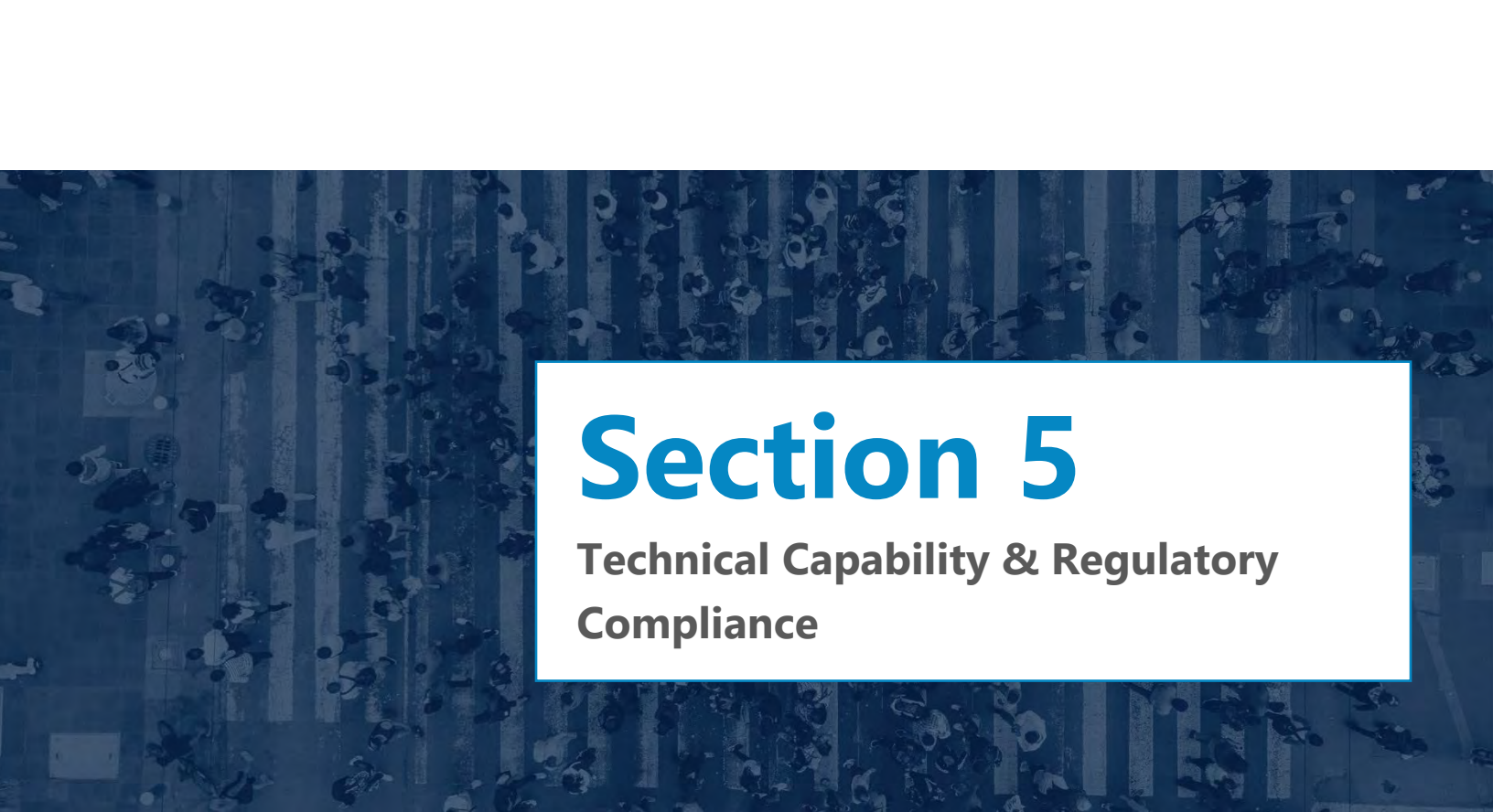
All materials produced, created, improved, maintained, or conceived by the Contractor for the Department during the term of the Agreement, including but not limited to any software, website creation and development, documentation, products, materials, advertising for television, radio, print, internet or other media, and deliverables which result from services rendered by the Contractor to the Department shall be turned over to the Department within ninety (90) days of the expiration of the Agreement, or within thirty (30) days of early termination of the Agreement, at no additional cost to the Department.

The Department shall own all rights, title, and interest in said material, when applicable.

ICSolutions Response:

ICSolutions has read and agrees, with the following exception to insert clarifying language:

Section 2.0 transfers ownership of software and systems to the Department. However, this is not a software purchase contract. As such, we propose adding the following clarifying language: "The Department's ownership rights under Section 2.0 shall apply only to software and related materials if they are created specifically for, and paid for in full by, the Department. All other software and related materials shall remain the property of Contractor."



Section 5

Technical Capability & Regulatory Compliance

SECTION 5

Technical Capability & Regulatory Compliance

Technical Capability and Regulatory Compliance

Evaluates the proposer's demonstrated ability to meet or exceed all technical and operational requirements outlined in this RFP. This includes system reliability, security features, call monitoring and recording functionality, investigative tools, reporting capabilities, and overall system architecture. Proposals will also be evaluated on compliance with all applicable regulatory requirements, including rules governing Incarcerated People's Communications Services (IPCS), Texas Commission on Jail Standards requirements, and other applicable state and federal laws.

2.1 Prohibition on Site Commissions

Pursuant to the requirements of the Federal Communications Commission (FCC) and the **Martha Wright-Reed Just and Reasonable Communications Act of 2022**, the County will not accept, receive, or consider any proposal that includes site commissions or any form of financial or in-kind compensation provided to the County that is derived from or tied to inmate communications service revenues.

For purposes of this solicitation, prohibited compensation includes, but is not limited to: cash payments, revenue sharing, percentage-based commissions, technology grants, equipment allowances, signing bonuses, administrative fees, marketing funds, rebates, credits, or any other direct or indirect financial benefit provided to the County or any County department that is contingent upon, derived from, or calculated based on inmate telephone or communications service usage.

Proposals submitted in response to this Request for Proposals must be structured with **no site commissions or equivalent compensation** included in the pricing model or service structure. Any proposal that includes such compensation, regardless of how it is described or structured, **may be deemed non-responsive and rejected by the County.**

Offerors shall clearly certify in their proposal that their pricing structure complies with all applicable FCC regulations governing Incarcerated People's Communications Services (IPCS), including the prohibition on site commissions / Martha Wright-Reed Act.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' proposal is turnkey and, as such, includes all initial equipment, installation and setup, as well as ongoing maintenance and support at no cost. ICSolutions will maintain full compliance with TCJS, FCC, and SEC regulations. Our financial offer, which fully complies with the FCC and the RFP requirements as stated above, is described in **SECTION 8: PRICE PROPOSAL SHEET**. We have provided a high-level overview of our solution below followed by point-by-point responses to the Scope of Work. As part of our Inmate Communications Solution, ICSolutions will provide the following:

- THE ENFORCER Inmate Communications Platform
- THE BRIDGE 8.0 Inmate Tablets Solution
- THE BRIDGE Video Visitation Solution
- Wall-Mounted and Cart-Mounted Inmate Telephones

- Visitation phone sets connected to THE ENFORCER for monitoring & recording
- CapTel, TDD/TTY or VRS devices, as needed, for hearing-impaired inmates
- Video Visitation Kiosks
- Tablet Distribution Kiosks
- Offsite Personal Mail Scanning
- Onsite Legal Mail Processing
- Transcription/Translation of all calls and video visits
- AI-Powered Conversation Summary
- Lexis Nexis Law Library
- THE VERIFIER pre-call inmate voice verification
- THE ATTENDANT automated information line
- Inmate Voicemail & Messaging
- Dedicated Site Administrator / Technician stationed onsite full time
- THE ANALYZER link analysis / data mining tools
- THE INFORMER PREA module
- THE COMMUNICATOR paperless inmate communications portal
- Mechanical Cut-Off Switches
- Uninterruptible Power Source (UPS)
- ADTRAN IP Gateways

Please note that our offer includes 120 tablets, per our understanding of the County's desired tablet quantity. However, all equipment quantities are negotiable, including the number of tablets provided.

THE ENFORCER® Calling Platform

At the heart of our communications solution is ICSolutions' centralized ENFORCER calling platform, which houses call processing and call detail records in redundant, geographically separate data centers. Whether calls are placed using a tablet, kiosk, or standard inmate phone, all calling will be processed through THE ENFORCER. Our system features an open architecture that allows it to easily integrate with other Jail systems, such as your Jail Management, Commissary, and Banking Systems, to enable data sharing across multiple systems. THE ENFORCER employs redundancy at every level to guarantee 99.999% uptime.

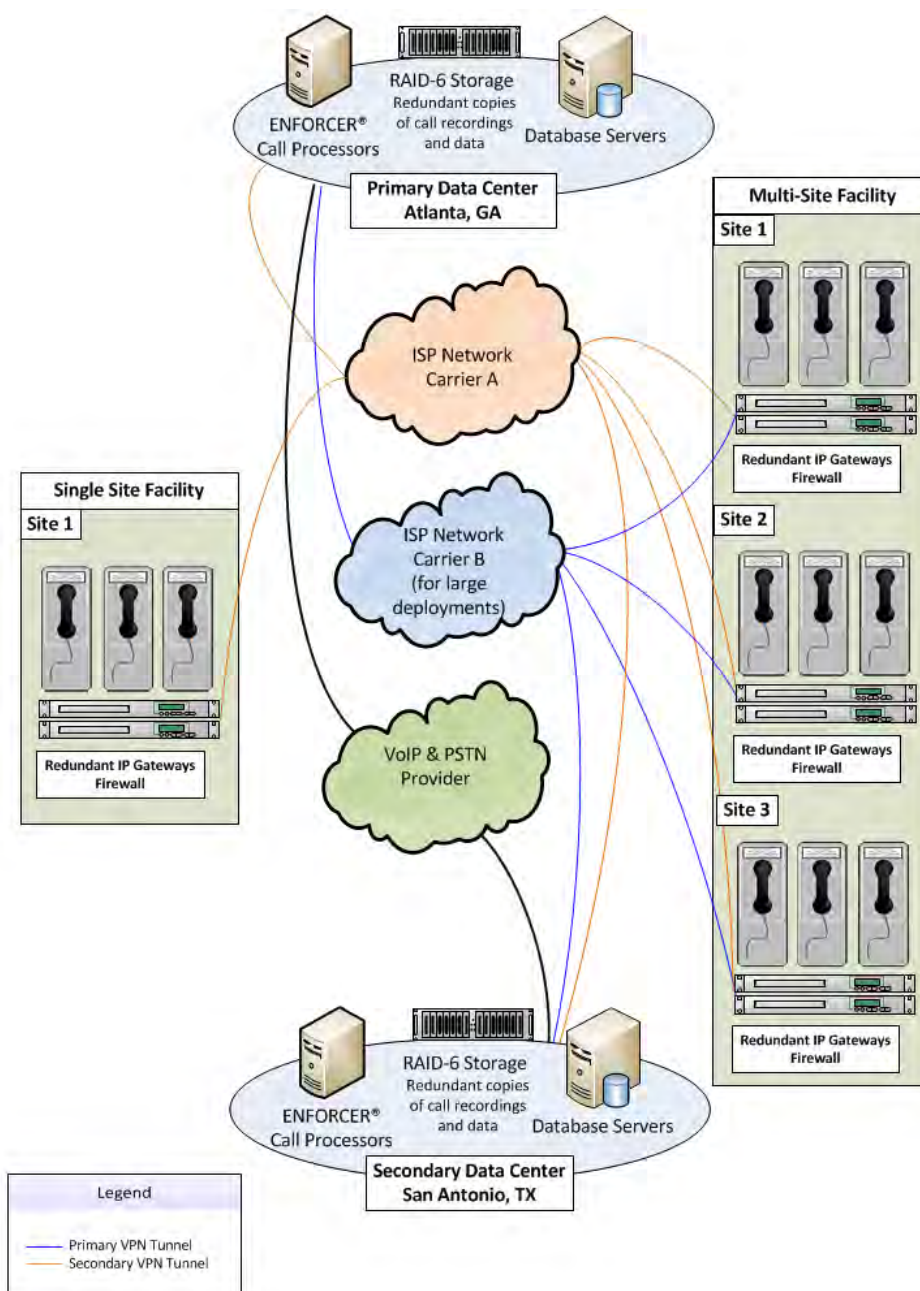
Benefits of a Centralized Architecture

The centralized ENFORCER features a primarily offsite configuration that houses critical system components at our secure data centers. This centralized configuration will provide several benefits to the County, including:

- Eliminates most potential problems that are possible with an onsite system, including server and telephony board failures
- Reduces operating costs, resulting in a more attractive financial offer for the County
- Reduces the amount of equipment at your Facilities
- Reduces Facility energy consumption
- Reduces the amount of onsite installation and maintenance work
- Provides multiple layers of call processing and storage redundancy in offsite, geographically separate data centers, enabling ICSolutions to guarantee 99.999% system uptime and no loss of data or recordings

Sample Network Diagram

The following high-level diagram illustrates all our proposed system components and system architecture:



Centralized Network Architecture

Texas Communication Jail Standards

ICSolutions complies with applicable Texas Communication Jail Standards (TCJS) by providing appropriate inmate access to our services. Below, we have described several TCJS-compliant offerings:

Telephone Access

We work with jails to offer reasonable calling access, including free local calling and access to calling in booking areas where inmates may not have yet been issued with a PIN or inmate ID.

Inmate Correspondence

ICSolutions offers secure inmate electronic mail, including privileged mail with registered attorneys, and even electronic document sharing and inmate signature capabilities for legal documents. We comply with all legal requirements for these privileged communications.

Audible Communication

We provide access to two-way voice communication and adequate audio quality as required.

Legal Access

ICSolutions works with jails to provide adequate access to courts and attorneys, including confidential, non-recorded calls and video visits. Additionally, we offer law library subscriptions to allow inmates to research conveniently through the use of tablets and/or kiosks.

Visitation

ICSolutions offer reasonable visitation opportunities according to the jail's defined schedule, allowing access to visits that meet with the jail's schedule, as well as the inmate's availability and permissions.

Criminal Justice Information Services

Additionally, ICSolutions has developed a Criminal Justice Information Services (CJIS) security policy to address security standards related to inmate communications services. ICSolutions implements best practices that satisfy CJIS requirements, thus keeping sensitive data secure. Not being a member of a criminal justice entity, ICSolutions will coordinate with agencies to aid them in satisfying the CJIS responsibilities of which agencies are bound. Below, we have described several security items related to CJIS. Upon request, we can provide additional information related to our approach to CJIS standards in our confidential Control Summary document.

Information Security Awareness & Training

ICSolutions has administrative, technical and physical safeguards in place to protect the security, confidentiality and integrity of personal information. ICSolutions' Information Security Office is responsible for assessing potential risks; developing an information security program to protect the company's information assets; and training employees in security awareness. The overall purpose of information security is to control risk by managing the impact of threats to information assets in the most cost-effective manner.

Incident Response

ICSolutions maintains an incident response plan that meets the CJIS standards as documented. In the extremely unlikely event of a breach in security, ICSolutions will take the following steps:

1. Immediately notify the County or designee
2. Communicate to rest of team as needed
3. Identify and analyze affected systems
4. Develop immediate response and strategy plan
5. Communicate strategy with team and County or designee
6. Adjust strategy as needed
7. Gain endorsement and approval
8. Implement plan
9. Reassess risk levels to ensure security of the system
10. Develop strategy to avoid future incidents
11. Communicate strategy and gain endorsement

12. Implement change

Auditing & Accountability

ICSolutions audits access activity to all areas of the platform and related data. We maintain a robust logging and auditing mechanism. ICSolutions cooperates with clients for any audit requests.

Access Control

Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords, and account privileges in THE ENFORCER system. When the browser-based Graphical User Interface (GUI) is launched, the user must log in (see following example) to the system with a valid username and password. Each username is established with a preconfigured set of privileges in the GUI. These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

Identification and Authentication

ICSolutions security requires users to have a complex password that meets or exceeds CJIS guidelines. ICSolutions follows Windows guidelines for password configurations. Each password is alphanumeric and requires at least one letter, one number and a symbol. Passwords expire after a specified time period. Additionally, a site administrator can require any user to select a new password at any time.

Configuration Management

ICSolutions follows well-practiced procedures for change management and configuration management. We use change management records to document, track, and measure the impact of proposed changes of critical project factors. **ICSolutions adheres to a variety of industry standards and best practices**, including segregation of databases, encryption of data and the secure storage and handling of system configuration details. ICSolutions securely maintains a network diagram of its solution.

Media, System & Communications Protection

ICSolutions is committed to providing a secure and reliable inmate telephone system to meet the goals and expectations of the County. The proposed system employs multiple levels of security to ensure information is protected by employing data encryption, firewall access, IP-address registration, multi-level password-controlled user access, user tracking, and more.

In addition to these security measures, THE ENFORCER's design prevents the likelihood of security breaches. THE ENFORCER operates on a Linux-based operating system, which is less susceptible to security threats than Windows-based systems. THE ENFORCER system is deployed on a private, dedicated local network whereby THE ENFORCER data served out to application users will be encrypted per SSL standards. The network over which data travels is itself also encrypted.

The system operates behind Netscreen GT5 Fortigate firewalls, which provide both perimeter and secondary protection; therefore, the IP addressing is not exposed to the public. Netscreen supports a robust security policy whereby it will only allow access to the system from registered domains and, as such, is not susceptible to operating system security issues. This architecture eliminates the need for software or operating system security patches, as the system is protected via a private, encrypted and firewall-protected network.

Access to the network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. The Fortigate firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network

monitoring staff. Should County personnel wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

Physical Protection

Both the primary and secondary data centers that will support the County's system feature multi-level access controls, including:

- Multi-level entrances with personal RFID fob and key required and a glass-door "airlock" with another deadbolt on the interior door, so that lobby staff can view any visitor before granting entrance.
- A separate tag and code required to enter the server rooms themselves, which also have a two-level entrance for security cameras and staff to view visitors.
- Around-the-clock closed-circuit monitoring, alarms, and access logs.

Personnel Security

ICSolutions conducts background checks on all employees and maintains records of these checks.

Mobile Devices

ICSolutions does not deploy or support any mobile devices used in the storage or management of CJI data.

System Reliability

Our centralized ENFORCER platform is installed at the primary data center in Atlanta, with call storage and failover call processing at our secondary data center in San Antonio, Texas – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

The centralized ENFORCER is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data.

The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER call processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER calling platform is 99.999% system availability.

ICSolutions employs multiple levels of redundancy to ensure maximum uptime for THE ENFORCER calling platform, as well as to protect against data loss and guarantee continuous availability of call recording and data:

- **Network Redundancy:** THE ENFORCER is built on full network redundancy. We start with the "last-mile" connection between the facility and the Internet, where we provide multiple links via high-speed digital data transmission lines. These transmission lines are far more reliable than cable modem connections and we use multiple lines to maximize reliability. In addition, our data centers have multiple connections to the Internet. Our data centers also have multiple connections to the Internet. Our San Antonio data center uses bandwidth via fiber optic connections to two different network providers. Every network component inside our data center is duplicated, ensuring that there will be no impact to our service should any device fail

For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

- **Call Processing Redundancy:** While the primary call processor is housed at our primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.
- **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
- **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
- **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored, and the County is notified immediately upon the occurrence of non-performing equipment.

System Performance Monitoring

THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

- **Call Volume Activity** – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
- **Network Availability** – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
- **Variances** – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for

further investigation.

- **System Monitoring** – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system **ERTS (ENFORCER Real Time Status)**. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called **"The Patrol"**, which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Administrative & Investigative Tools

ICSolutions' web-based ENFORCER allows call controls and restrictions; monitoring and recording of all or select calls; searching call detail records and recordings; and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). THE ENFORCER is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user, whether or not they are actually at an ENFORCER workstation.

THE ENFORCER has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract, and we **welcome your input as a valued technology partner**. Some of our administrative features include, but are not limited to, the following:

- Blocking Phone Numbers
- Inmate-Specific Restrictions
- PIN Administration
- Customizable Phone Scheduler
- Password-Controlled Access
- User Permissions – Editable Per User or Group

- Electronic and Mechanical Phone Shutoff
- Personal Allowed Numbers (PAN)
- Report Scheduler
- User Access Log
- Multi-Site Networking and Reporting
- Free Call Controls
- Programming Call Duration
- Voice Prompts & Call Branding
- Court-Sealed Record

Some of our investigative features include, but are not limited to, the following:

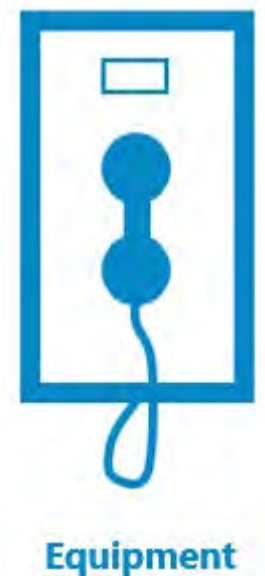
- 100% Recording
- Live Monitoring
- Remote ENFORCER Access
- Call Detail Search & Report
- Ad-Hoc Report Creation
- Attach Notes to CDR
- Search Notes
- Gang Affiliation Tracking
- Unlimited Online Storage
- Frequently Called # Report
- Reverse Directory
- THE VERIFIER Voice Identification
- 3-way Call Detection
- Crime Tip-lines
- User Access Reports
- Called Number & PIN Alerts
- Word Detector Keyword Search
- Officer Check-In
- Extra-Dialed-Digit Detection
- Remote Call Terminate
- Records Seal
- Blocked Call Attempt Reports
- THE ANALYZER Link Analysis
- And many more!!

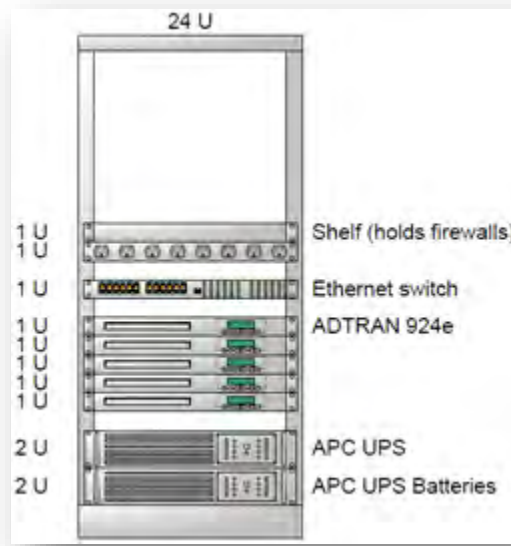
Onsite Equipment

ICSolutions proposes to service the County using our centralized ENFORCER platform, installed at the primary data center in Atlanta. All inmate telephones will be connected to this platform via the network to this data center. Failover call processing will occur at our secondary data center in San Antonio – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss. This centralized network architecture requires considerably less hardware onsite.

The onsite phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed onsite, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power.

Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit. The rack configuration of the onsite equipment is provided below.





Onsite Equipment in a Rack

With this configuration, the County will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time. The manufacturer's specification sheets are provided in [EXHIBIT A: EQUIPMENT SPEC SHEETS](#) of the proposal.

Onsite Equipment	
Wintel Inmate phones: All proposed phones will be installed at current and future locations designated by the County. The phones are factory-sealed, constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords have customizable cord lengths, will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism. Phones are also hearing aid compatible and equipped with external volume control and a built-in confidencer to minimize background noise.	
TMG Mechanical Cut-Off Switches: Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or "kill switches" are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the County.	
Uninterruptible Power Source (UPS): THE ENFORCER system will be equipped with a 2.2 KVA rated UPS which will provide continuous power during commercial power outages and will permit "graceful" shut down of system operations and calling functionality for longer power outages. When power is	

restored, the system will automatically re-start with no need for onsite intervention.	
ADTRAN IP Gateways: The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN. The router converts and encapsulates the voice data into IP packets. These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. This product reduces the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.	
Workstations: ICSolutions will provide Dell workstations at no cost. All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. Each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high speed printer, keyboard, mouse and UPS power and surge protection.	
Visitation Phones: THE ENFORCER offers the ability to record and monitor the visitation booths just as if they were inmate phones. Visitation booths will be assigned a station ID to enable access to the conversations and recordings using the same search tools that are used for locating inmate phone conversations for review. The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side, or a functional equivalent.	
Mobile Cart: ICSolutions can mount a standard inmate telephone or video visitation kiosk to the TM-24-7 Mobile Cart. This cart is a rolling pedestal designed to move a mounted device quickly and easily. The handset cord can be positioned at an appropriate height to allow for many custom configurations.	

THE BRIDGE 8.0 Tablets & Kiosks

ICSolutions is pleased to introduce THE BRIDGE 8.0 inmate tablets and kiosks solution. Our solution offers multiple communication methods, approved multi-media entertainment and games, and inmate self-services, such as messaging, grievances, facility documents, and education. Our tablet/kiosk solution offers stringent security measures and a robust set of administrative, investigative, and reporting tools.

ICSolutions uses a shared tablet model, allowing inmates to access their content on any tablet by logging in with their unique Inmate ID and PIN. We have found that a shared tablet model is advantageous to both the County and your inmates. The shared model guarantees tablet access to ALL inmates for critical, no-cost services like law library research, job viewing, form submission, education, accessing scanned postal mail, etc. Inmates can access paid content using *any* available tablet, rather than being restricted to a single device. Available applications will be approved by the facility, with custom restrictions available for individual inmates. Inmates can only access applications approved and allowed within their inmate profile, only after the inmate logs in to the tablet.

System Security

THE BRIDGE 8.0 is a fully secure system. Software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources.

Additionally, most of our physical equipment is located off-site in secure Data Centers, which have multiple layers of security to protect your information.

ICSolutions installs and maintains a standalone network, eliminating the need to utilize the County's network. Our Tablet system operates on a dedicated, closed Wi-Fi network, which we furnish and install at no cost to the County. This ensures that our services are both secure and independent of your existing infrastructure.

Our video visitation and email servers are hosted on Azure Servers. Managed disks are designed for 99.999% availability. Managed disks achieve this by providing you with three replicas of your data, allowing for high durability. If one or even two replicas experience issues, the remaining replicas help ensure persistence of your data and high tolerance against failures. This architecture has helped Azure consistently deliver enterprise-grade durability for infrastructure as a service (IaaS) disks, with an industry-leading ZERO% annualized failure rate. Locally redundant storage (LRS) disks provide at least 99.999999999% (11 9's) of durability over a given year and zone-redundant storage (ZRS) disks provide at least 99.999999999% (12 9's) of durability over a given year.

Running on a custom OS, THE BRIDGE 8.0 restricts inmates to facility-approved web-based applications over our private, firewalled WAN. All other internet access is blocked, and system settings are locked, preventing unauthorized changes such as installing or uninstalling applications.

All communications are routed over an encrypted VPN, utilizing a highly secure, invisible wireless WPA2 network. Additionally, every communication is funneled through a private firewall and proxy server, offering multiple layers of protection against potential threats, and safeguarding against DNS spoofing and various other cyber threats, ensuring the integrity and confidentiality of all data.

We adhere to top security standards, audited by an independent company, ensuring compliance with PCI-SSC, ISO 27001, SSAE, and HIPAA. Our systems are also subject to the following regular Penetration Testing:

- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- Penetration Testing Execution Standard (PTES)
- Open Web Application Security Project (OWASP) Application Security Verification Standard
- Common Weakness Enumeration (CWE)

ICSolutions maintains a comprehensive record of all security incidents, tracking the investigation details and resolutions meticulously. Each record includes a thorough description of the incident, the information disclosed, mitigations implemented, risk assessments conducted, and the final outcomes.

Tablet Distribution & Charging System

Self-Service Tablet Management

Our patented inmate distribution solution is truly one of a kind. Our latest generation tablet is available with a locking charger base kiosk. The 5-, 10- or 20-bay unit requires the inmate to enter login credentials

using the hardened touchscreen before he or she may gain access to a tablet. The kiosk camera takes a picture of each inmate that accesses the system. After a tablet is unlocked and removed, only the inmate that checked it out may login to it. Before an inmate may gain access to another tablet, they must return the original.

This system provides the ultimate in facility tablet management. Even if an inmate were to check out a tablet and never turn it on, the system is fully aware of which inmate is in possession of a given tablet.

This solution will ensure secure tablet distribution with minimal intervention from security staff. No other tablet system has this capability.

Drop Indicator Alerts

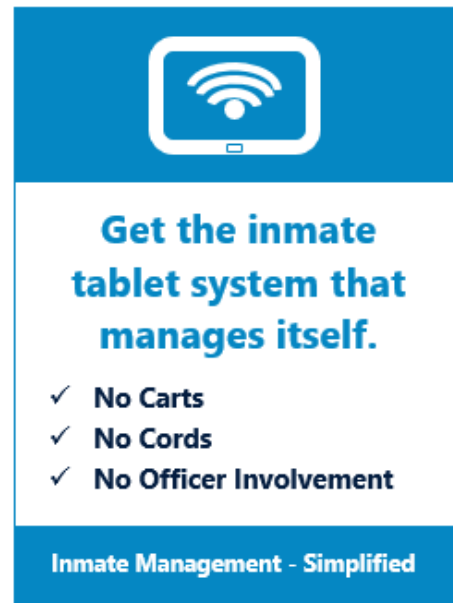
THE BRIDGE Tablets offer a new feature called Intentional Damage Indicator that monitors drops and damage to tablets, whether intentional or not. The Drop Indicator records different levels of hits, so that activity that causes damage is noted differently than lower-level drops. Reports indicate the inmate's name, date, time and force of the drop.

Facial Recognition for Tablet Checkout & Login – A BRIDGE 8.0 Tablet Exclusive!

THE BRIDGE 8.0 features facial recognition for checking out a tablet from the distribution kiosk or logging into a tablet, ensuring **greater user simplicity AND facility security**. The facial recognition feature functions by taking a photo of the inmate the first time that they login to the tablet with their ID and PIN. For subsequent uses, the inmate will no longer be required to enter their inmate ID, only their PIN. The tablet or distribution kiosk will take another photo and if it matches the face that is on file, the login will be successful. If the photo is blurry or is of the wrong person, it will be rejected, and login will fail. This ensures that an inmate cannot login to another person's profile if they have obtained access to their ID and PIN. Enrollment in facial recognition can happen either automatically or manually.

Eclipse Video Filtering Technology

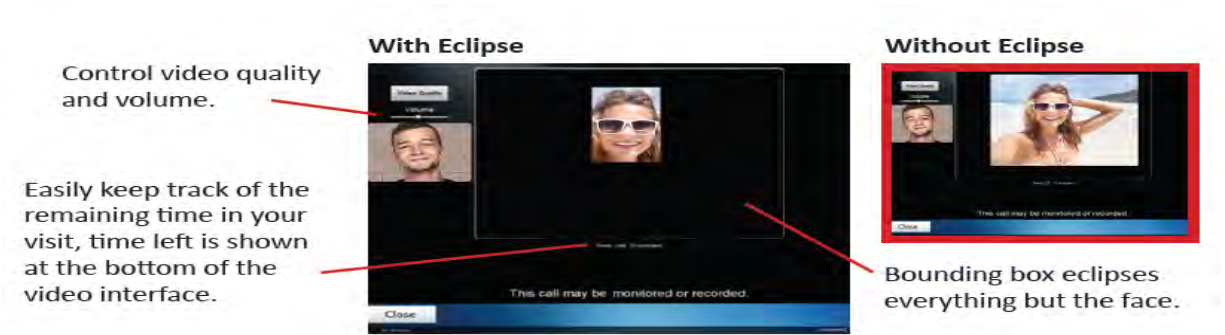
To maintain the highest level of security, THE BRIDGE offers Eclipse Video Filtering Technology, which uses sophisticated, patented algorithms to highlight the user's face and eliminate everything else in the video stream. Designed to stop inappropriate behavior, the filter works by continually looking at the video stream for facial features. If facial features are not present, then the video is stopped for the viewing party and audio is all that is allowed. Both sides of the conversation can see their feed, and an indicator lets them know if their face is visible or not visible at all times. As the visiting parties correct their placement of face, the video is returned automatically.



Get the inmate tablet system that manages itself.

- ✓ **No Carts**
- ✓ **No Cords**
- ✓ **No Officer Involvement**

Inmate Management - Simplified



Our patented Eclipse Video Filter Technology is set at a global level to ensure all visits are subjected to filter to ensure no improper behavior is allowed by anyone. The sensitivity of the feature is adjustable for individuals, such as when a particular individual attempts inappropriate content habitually.

The system immediately and automatically blocks out the background environment and body on both sides, adjusting the size of the frame to fit the participant's face. Should the system no longer detect a human face on either side of the visit, the system will automatically terminate the video stream and indicate "No Face Detected" and will automatically resume the video stream once the face is detected once more.

Visitation Scheduling

Our solution includes both scheduled and on-demand video visits. The public users can create a visitation account at no cost online through our user-friendly web-based visitation scheduling website from any standard browser, such as Safari, Chrome, or Microsoft Edge. Once completed, an email is sent to the user to complete acceptance of the account. After email verification, the public user can now schedule a visit or perform a now visit. Also available, on-demand visitation has become the more popular method for making video calls, as it is more flexible for the public and less demanding on staff keeping up with scheduled visits.

Durable Tablet Hardware

THE BRIDGE 8.0 tablet is the most durable in the corrections marketplace. This latest generation tablet is fully encased. In fact, there are no fasteners or seams to attract inmate attention. The solid sealed casing technology maximizes resistance to tampering and destruction. Our tablet exceeds the MIL specification requirement for drop testing. During development testing, this unit survived 50+ drops from 6 feet onto concrete. This level of durability ensures that if a tablet is broken, it was intentional, and the inmate may be dealt with appropriately.

- **Display:** 8" color monitor with a resolution of 1280x800
- **Touch Screen:** Protected by a polycarbonate touch frame instead of glass, which protects from breakage and intrusion
- **Camera:** High-resolution camera enabled for video visitation and optional photo for log in
- **Processor:** Intel(R) Atom™ x5-Z8350 CPU @ 1.44 GHz (4 virtual) (X86)
- **Memory:** 2GB RAM
- **Operating System:** Windows 10 OS
- **Casing:** One-piece hardened plastic tamper-and drop-resistant casing
- **Durability:** Exceeds MILSPEC standard for drop testing
 - During development testing, this unit survived 50+ drops from 6 feet onto concrete.
- **Construction:** Factory-sealed with no fasteners or seams
- **Security:** No access to tablet controls = no access to boot menus and NO Jailbreaking!
- **Volume Control:** Touchscreen volume control (ADA compliance)
- **Connectivity:** Operates via Secure Wi-Fi connection
- **Audio:** 3.5mm headphone jack
 - Tablets do not have an internal speaker and require headphones or earphones to hear content.
- **Controls:** Power on/off button is the only physical control button accessible to inmates
- **Dimensions:** 9 x 5.75 x 1 inches
- **Weight:** 1 lb. 12 oz.
- **Battery Life:** 8 hours, 12 hours at idle, 2.5 hours recharge
- **Audio Quality:** High-quality stereo audio with a standard bitrate of 64 Kbps (supports various bitrates based on source)
- **Video Quality:** Video broadcast-quality around 368 Kbps (WebRTC)



The locking charger base can be configured to restrict a specified inmate from checking out a tablet. The screen on the charger base also doubles as a kiosk which gives inmates access to required items (e.g., grievances, inquiries, law library, etc.) should they be restricted from tablet use due to disciplinary measures.

THE BRIDGE Applications

THE BRIDGE tablet / kiosk solution can deliver the following applications:

Messaging	
Messaging/Email	Secure messaging service for inmates and family to maintain needed communications. A full suite of investigative features assists your investigative team with searching messages obtaining necessary information.

Scanned Postal Mail	Included with messaging is our patented mail scanning service. We take your inmates' personal mail, scan it at our facility, and make it available to only the assigned inmate, using a kiosk or tablet.
Contacts	Inmate's contacts who have accepted an invitation for communication
Enhanced Inmate Communications	
Inmate Calling	Using THE ENFORCER inmate telephone platform
Video Visitation	Scheduled or on-demand video visitation
Video Relay Service	No-cost Purple Communications VRS for deaf inmates
Education & Self Improvement	
Education & Learning	Educational programs such as iPathways, Cognitive Adult Education, GED/HiSet Educational opportunities, as well as other custom content (Finance, Math, Science, History, Cooking and others.)
Presentation App	Allows multiple inmates to watch the same live feed, with the option to create a regular series, such as weekly classes or sermons from a teacher or religious leader.
Edovo Core	FREE and UNLIMITED access to premium educational content
E-Books	Over 150 books loaded for reading including religious material
Facility Communications & Content	
Orientation Video	Use your recorded orientation video to inform inmates about your jail's rules and procedures. Reporting available to show auditors compliance.
Inmate Handbook	Your inmate handbook, available anytime without printing costs. Make the Handbook mandatory and utilize our reporting capabilities to show compliance with reading handbook. Automatically forces a re-read when you update your policies.
Documents	Upload other important documents you want inmates to have access to. As needed, they can be flagged as mandatory, forcing the inmate to read them. Powerful reporting for population and individuals gives you the documentation necessary to reflect the readings.
Videos	Upload other educational and informational videos that can be designated mandatory viewing or at will. Powerful reporting gives your staff information on the viewing of these documents.
Inmate Self-Services	
Account Information	Through an interface with your inmate banking system inmates can view balances and charges to their Banking account at any time without requiring staff involvement.
Bonds/Court Date	With integration with your JMS/OMS, inmates can look at their current bond status and future court dates without help from staff.

Inmate Requests	Customized inquiries that ensure the flow of inmate information is manageable. Our inquiries allow you to ensure the inmate understands the need and rules by applying disclaimers they must acknowledge before completing the form. After this, your needed questions are applied to get the answers you need to assist the inmate up front. Inquiries are then assigned to individuals or groups you designate to respond. Robust reporting assures you have the stored histories of the inmates' inquiries.
Grievance Filing	Completely customizable grievance workflows tailored to your policies and existing forms, routed to designated personnel. Includes bi-directional language translation capabilities in several languages.
PREA	PREA orientation video and fully customizable, confidential inmate reporting.
Medical Requests/Sick Calls	Customized requests for your medical team. Features disclaimer necessary to inform the inmate of your medical policy, specific questions to help your medical staff obtain information necessary to triage.
Commissary Ordering	Inmates order commissary items through Integration with your commissary provider
Law Library	We can interface with a digital law library service to provide access via tablets and kiosks.
Entertainment & Multimedia Content	
Books	More than 150 books loaded for reading. Included are the Holy Bible and Quran for religious material.
Music	iHeart Radio and other internet radio stations supply commercial music from a massive number of genres.
Movies & Documentaries	With a large library of titles, inmates will enjoy this popular time-spending feature. Available feature film titles are rotated monthly to ensure fresh content for longer-duration inmates. In addition, Curiosity Stream supplies thousands of educational and entertaining documentary movies.
News	Live and recorded news from the major news providers.
Games	More than 80 games for passing time.
Religion	Video and Reading content for most religions including Buddhism, Christianity, Hinduism, Islam, Judaism, and Wellness.
Sports	Live and recorded sports events.
Style	Fashion and Fitness content.
Utilities	
Help	Help guides
Dictionary	Merriam-Webster or Oxford Spanish-English translator
Calculator	Basic calculator

Calendar	Basic calendar
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Site Administrator

Our proposal includes a dedicated Site Administrator/Technician stationed onsite. This ICSolutions-provided Site Administrator / Technician will be subject to County approval and fully certified on all ICSolutions products and services including phones, video visitation, and tablets.

Responsibilities for this position can include but are not limited to:

- Assist with administrative, maintenance, and investigative tasks as assigned
- Regularly inspect & maintain all onsite equipment
- Assist with system administration, such as PIN management, running reports, burning recordings to CD, etc. as desired by the County
- Assist visitors with video visitation enrollment and scheduling
- Assist with tablet setup, maintenance, and solution management
 - Configure tablets for deployment
 - Manage the tablet inventory & RMA process
 - Regularly clean & inspect tablets
 - Perform any tablet repairs that can be made onsite
 - Maintain & repair tablet infrastructure, including charging stations
 - Receive, review, & investigate complaints from inmates
- Respond immediately to onsite repair requests
- Testify in court proceedings, as needed

Site administrators, local technicians, and subcontractors are fully trained onsite each facility's exact equipment, software, and system configurations.

Transcription & Translation

Our proposal includes transcription and translation for all inmate communications – calls, visits, email & grievances – at no cost to the County.

Our Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of phone call and visitation recordings** the moment they are completed. In addition, translation into multiple languages – with automatic language detection – is available on all forms of communication, including call and visitation recordings, email/text messages, and even inmate grievances.

Using the translation module for grievances allows an inmate and an officer to understand each other, even if they are writing their submissions and responses in different native languages.

AI-Powered Conversation Summary

As part of the transcription service, the system includes an Artificial Intelligence (AI)-powered summary feature! This will save hours of time, as investigators can more easily the conversations they wish to play back, rather than listen to every visit and call in its entirety or read the full transcripts.

Additional detail about the transcription, translation and conversation summary tools is provided in the point-by-point responses to the Scope of Work requirements later in this section.

Real-Time Voice Biometrics

THE VERIFIER™

At no cost to Webb County, ICSolutions will install THE VERIFIER **real-time inmate voice verification** module. THE VERIFIER matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. THE VERIFIER requires each inmate to speak a phrase prior to placing a call to an outside party. For the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in THE ENFORCER.



**Unique ICSolutions
Feature!**

Built-In Voice Biometrics with Self-Enrollment

With ICSolutions, our voice biometric features are built directly into THE ENFORCER, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!

THE VERIFIER utilizes self-enrollment technology, whereby THE ENFORCER prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of THE VERIFIER.**

Voice Biometrics Reporting

Voice biometric enrollment and pass/fail activity can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through THE ENFORCER include:

- **Enrollment Status** – A listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – A listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voice print has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities, according to a specified date range.

These features are built right into THE ENFORCER platform, offering a voice biometric tool that does not require separate software.

SCOPE OF WORK

3.0 Scope of Work

To obtain a turnkey, fully managed inmate telephone system that includes all equipment, installation, maintenance, network services, and customer support necessary to provide secure, reliable, and monitored telecommunications for inmates and facility staff in full compliance with all applicable Texas Commission on Jail Standards (TCJS) requirements and Federal Communications Commission (FCC) regulations governing inmate calling services. The Webb County Jail is an adult detention facility for both male and female inmates operated under the authority of the Webb County Sheriff. The facility maintains an average daily inmate population of approximately 540 inmates, with a rated capacity of 573 beds. The County is seeking a three (3) year initial term, with the option to extend for two (2) additional one-year terms at the County's sole discretion.

*The selected vendor shall provide a **turnkey Inmate Phone Services System solution** that includes but not limited to the following minimum services and features:*

System Requirements

- ✓ Provide a complete telecommunications system for all inmate housing areas, visitation areas, and any designated facilities.
- ✓ Equipment and systems must comply with Texas Commission on Jail Standards (TCJS) rules and FCC/SEC regulations related to inmate telephone services.
- ✓ Ensure compliance with all state, federal, and local privacy and monitoring laws.
- ✓ Provide equipment, software, and connectivity at no cost to the County.
- ✓ Provide 24/7 technical support and system monitoring.
- ✓ Ensure recording, monitoring, and reporting functions for authorized jail staff.
- ✓ System must prevent unauthorized calls, including 3-way calling, call forwarding, and conference bridging.
- ✓ Provide a secure, web-based interface for County staff for call management, playback, and data retention.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' offer for the Webb County is a fully turnkey inmate communications system, including inmate telephone service via THE ENFORCER call processing system, our BRIDGE 8.0 tablets and video visitation, and mail scanning. All equipment, installation, maintenance, network services, and customer support necessary are included as part of our turnkey offer for the County at no cost to the County. ICSolutions will maintain compliance with all applicable TCJS, SEC and FCC regulations. The proposed solution meets all the above requirements as stated, including 24/7 technical support and system monitoring; access to recording, monitoring and reporting functions for authorized jail staff; measures to prevent unauthorized calls; secure, web-based interface for County staff access; etc. We have described these and other technical functions throughout this Scope of Work.

Automated Inmate Search Feature

- ✓ The Contractor shall provide an integrated, automated inmate information service accessible through the inmate telephone system. *This service shall allow the public to:*
 - ☐ Access inmate custody and booking information through an automated voice response system (IVR) by telephone.

- ☐ Search for inmates by name, booking number, or other identifiers as authorized by the County.
- ☐ Receive information such as booking date, charges, bond amount, court dates, and facility location.
- ☐ Access this information 24 hours a day, 7 days a week, without the need for live operator assistance.
- ☐ Optionally, be redirected to other jail or county services (e.g., visitation schedules, commissary deposit information) as approved by the County.
- ☐ The inmate search system shall integrate securely with the County's jail management system (JMS) or inmate database for real-time data updates.
- ☐ The Contractor shall coordinate with the County's IT and Jail Administration staff to ensure compatibility and data security compliance.
- ☐ All data transmissions must comply with applicable state and federal data protection standards.
- ☐ The system must provide high availability with a minimum uptime of 99.5%.
- ☐ Redundant backup and failover capabilities shall be included to ensure continuous service during maintenance or system failures.
- ☐ All data access must be logged and auditable.
- ☐ The Contractor shall implement appropriate safeguards to prevent unauthorized access to inmate or system data.
- ☐ System software must include regular updates and patches to maintain security compliance.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

THE ATTENDANT™ IVR (Information Line) for Constituents

At no cost to Webb County, ICSolutions can implement our Interactive Voice Response (IVR) system, THE ATTENDANT, to provide public and inmate callers with automated information. This can include basic facility information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature can be made available if the County's JMS will support the data exchange necessary. THE ATTENDANT is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating at dozens of sites.

When integrated with the facility's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Freed from the task of answering multiple phone inquiries, facility staff can be more productive. Inmates will also have access to the system by dialing a speed dial.



**ICSolutions Client
Testimonial**

“... Increased Efficiency and Reduced Labor ...”

“THE ATTENDANT has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

Captain Shane Barker – Summit County, Ohio

Call prompts are fully customizable according to facility requirements. Call prompt options and associated text provided by Webb County will be converted to synthesized voice prompts that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Inmate Information such as Court Dates, Release Dates, etc.

Public and inmate access will be available through a single phone number provided by the County. After THE ATTENDANT dial-in number has been activated, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the County. Inmates may also call the IVR to hear applicable information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

Call Services

- ✓ Allow local, intrastate, interstate, and international calling, as permitted.
- ✓ Support multiple payment options: collect calls, prepaid collect, debit calling, or inmate account-based calling.
- ✓ Comply with FCC inmate calling service rate caps and fee disclosure requirements.
- ✓ Provide call detail reporting and payment remittance for permissible facility fee to the County on a monthly basis.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Calling Options

ICSolutions' THE ENFORCER calling platform allows intrastate, interstate and international calling, as permitted. ICSolutions offers prepaid calling for call recipients; inmate-paid debit calling; and, for select professional users, direct billing. These programs feature multiple ways to pay, ensuring inmates can connect with their loved ones and the resources they need while incarcerated.

FAMILY FIRST Prepaid Accounts

By setting up and funding a FAMILY FIRST Prepaid Account, a call recipient can pay for calls to their designated phone number(s) only. Setting up a FAMILY FIRST account is fast and easy – helping newly incarcerated inmates to connect more quickly to needed resources and loved ones. And the FAMILY FIRST Prepaid Account can be used to pay for not only phone calls, but also other available ICSolutions services like messaging and video visitation.

The ICSolutions advantage is real-time access. Upon the first attempt to call a number that is not associated with a prepaid account, the inmate and called party are connected for a free one-minute call to discuss the situation. After this, the called party can contact customer service, who can assist with account setup and funding. Customer Care call center professionals are available 24 x 7 x 365.



Family First Prepaid Advantages

- Real-time account set-up**
- Reduced inmate complaints**
- Allows called party to budget inmate phone expenses**
- Provides multiple funding options**

Funds can be added to a prepaid account via website, phone, or mail using a credit/debit card, Western Union, or money order.



Unique ICSolutions Service!

Live Customer Service for Account Setup

Many inmate phone companies save money by foregoing a live operator in favor of an automated, computerized system – forcing new call recipients to navigate the account setup process alone. But ICSolutions understands that in many cases, this is the first time the customer has received a phone call from a correctional facility. With a loved one newly incarcerated, the call recipient is often under stress and unaware of their options to establish and maintain contact. We believe it is *critical* at this step to provide a live, knowledgeable billing specialist who can explain calling options and costs and assist with the account setup process.

Not only do our billing specialists provide outstanding customer care, but this personal and proactive approach to account setup leads to larger numbers of prepaid accounts established – resulting in faster and more frequent contact between inmates and their loved ones.

Inmate Debit Calling

Inmate-paid debit calling is also available using our SINGLE COMMUNICATIONS ACCOUNT. With the SINGLE COMMUNICATIONS ACCOUNT, inmates can pay for not only debit phone calls, but also other available ICSolutions solutions like messaging and video visitation. The SINGLE COMMUNICATIONS ACCOUNT **puts inmates in total control of their communication**, offering the most seamless experience to date for inmates to manage their communication needs.

The SINGLE COMMUNICATIONS ACCOUNT is funded through the Trust Account. Using a simple touchscreen TRUST TRANSFER REQUEST application on a kiosk or tablet, inmates can transfer funds into their SINGLE COMMUNICATIONS ACCOUNT in any dollar amount, up to the balance of their Trust Account. When the inmate enters the requested amount, the app communicates in real time with the banking system, and the funds are transferred from the Trust Account to the SINGLE COMMUNICATIONS ACCOUNT.

Friends and family may also be allowed to contribute funds to the SINGLE COMMUNICATIONS ACCOUNT (instead of making a trust fund deposit) if they want to ensure that the funds are used specifically for communication services.

Direct Billing

ICSolutions offers a direct billing option for select facilities, law offices and bail bonds companies. In order to set up a direct billing account, the party can contact our customer service representatives at (800) 464-8957 or email us at icsdirectbilling@icsolutions.com. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

FCC Compliance

ICSolutions will maintain compliance with the FCC. For our FCC-compliant financial offer, including appropriate rate caps and County compensation, refer to [SECTION 8: PRICE PROPOSAL SHEET](#).

Revenue Calculations & Transparency

ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all commissionable transactions. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated. So, for the month of Aug. 1 – 31, the commission check would be sent out Oct. 15. However, we can also accommodate different payment intervals, such as 30 days, upon request.

Each commission payment will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized County users may generate reports at any time by logging into THE ENFORCER on the system workstation provided. A sample commission statement is provided as [EXHIBIT C: SAMPLE COMMISSION REPORT](#).

Financial and Regulatory Compliance

- ✓ Ensure all call rates, fees, and surcharges comply with current FCC and SEC rules regarding inmate communication services and financial disclosures.
- ✓ Provide transparent rate schedules to inmates and the County prior to implementation.
- ✓ Maintain records as required by SEC reporting standards for publicly traded companies, if applicable.
- ✓ Provide regular payments to the County with detailed accounting statements solely on permitted fees by the FCC and the Martha Wright Reed Act (i.e Cap rate on Facility fee for Medium sized jails).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions maintains compliance with all regulatory issues at all times, by ensuring that all appropriate certifications, licensing and tariffs to operate the system are current and valid. We subscribe to Inteserra (formerly Technologies Management Inc. (TMI), the industry leader in regulatory consulting and compliance reporting. Inteserra keeps us abreast of all national and local legislative and regulatory issues, as well as assisting with ensuring all appropriate tariffs and certifications up to date. Furthermore, we have a dedicated executive manager (Ken Dawson, Director of Compliance and Regulatory), whose role is to work with Inteserra and local, state, and national agencies in maintaining full compliance with all legislative and regulatory requirements.

ICSolutions will provide transparent rate schedules to inmates and the County prior to implementation. We can provide educational material for the housing and lobby areas to announce the upcoming transition date, calling and visitation rates, and ICSolutions' name, video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts. Any and all signage and brochures will be approved by the County before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process.

ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices that reflect all gross revenues generated. The County, or your designated representative, will have access to examine all books, documents, papers, and records as it relates to ICSolutions' contract with the County.

ICSolutions will provide regular commission payments accompanied by Commission Reports which summarize the total activity for the applicable month.

In addition, the usage records and the ability to generate system summary reports will always be available from the system workstation. This provides the County with the tools to verify commissions at any time. For example, the activity reports for all transactions can be generated at any time to summarize usage for a specified date range:

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INMATE CALLING ICSolutions		Revenue by Account Type Facility: ICS Enforcer Demo Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00							
Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
Subtotal		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

Revenue Report Sample

All Email Sales Totals

Between 7/1/2024 and 12/31/2024 for Terry County Jail, WY

8	Email Attachments		\$4.00
43	Emails w/o Attachment		\$21.50
51	Total	Total Cost:	\$25.50
1	Free Emails		\$0.00

Messaging Revenue

Timed Products Summary

Terry County Jail
From 7/1/2024 to 12/31/2024

Product	Sold	Minutes	Rate	Gross	Refunds	Net
1 Hour Flex Pass	23	1380	\$0.0167	\$23.00	\$0.00	\$23.00
Flex Pass	48	2880	\$0.0500	\$144.00	\$0.00	\$144.00
Total:	71	4260	N/A	\$167.00	\$0.00	\$167.00

Streaming Revenue

Installation, Training, and Maintenance

- ✓ Install all required equipment, wiring, and system components.
- ✓ Coordinate installation and cutover with the County Jail administration.
- ✓ Provide training for jail administrative staff and IT personnel.
- ✓ Maintain all equipment in working condition and replace malfunctioning components at no cost to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) and BRIDGE Video Visitation / Inmate Tablets Solution to ensure minimal impact on facility operations and ongoing inmate communications. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER calling platform, our BRIDGE tablets and video visitation system, as well as our exceptional support following installation. Our Implementation Plan is described in **SECTION 7**, and a timeline has been included in **EXHIBIT D**.

ICSolutions has a history of completing fast installations, in some cases installing hundreds of inmate phones in a matter of days. Our implementations are customized to best meet each client's needs and offer exceptional training and support following installation.

ICSolutions will provide customized hands-on training for County staff. Upon award, our dedicated Training Department will contact the County to set up the training. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and THE BRIDGE system make it easy to understand and minimizes staff training time. Initial and all follow-up training will be conducted by our dedicated Training department at no cost to the County.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER inmate communications system. Our commitment extends to all systems, telephones, kiosks, tablets, software, and peripheral hardware. This level of support is part of our turnkey proposal to each customer. As such, there will be no cost to Webb County for this service.

Other Features

- ✓ Integration with inmate management systems (JMS).

ICSolutions Response:

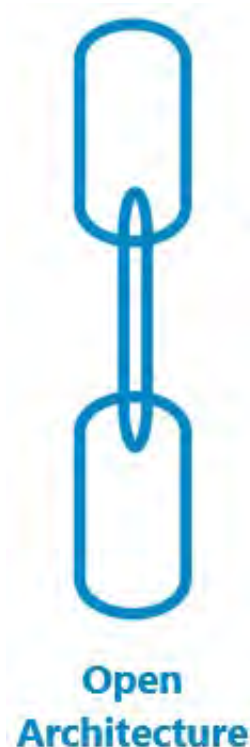
ICSolutions has read, agrees, and will comply with the requirements as stated.

Free JMS Interface

THE ENFORCER features an open architecture that allows it to easily integrate with other software systems. THE ENFORCER can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other systems reduces the data entry burden on staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to the County staff and constituents.

ICSolutions designs, builds and runs our own back office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other software systems to support our full range of premium integrated services.

ICSolutions can integrate with your JMS, commissary, and trust account software and VINE systems to provide enhanced integrated services, such as automated PIN administration, electronic commissary ordering, inmate debit accounts, and more!



- ✓ Video visitation capability.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

THE BRIDGE Video Visitation

ICSolutions offers THE BRIDGE video visitation system, whereby inmates can conduct visits on the provided tablets or touchscreen kiosks.

Our Tablet system operates as a portable kiosk and utilizes the exact same safety, security, monitoring and recording as a kiosk-based system. Our tablets do not require a docking station or any cable to conduct a visitation session. Security and the privacy of other inmates is preserved, however, with our facial detection feature that shuts off the video feed any time the inmate's face does not fill the majority of the viewing area.

THE BRIDGE Video Visitation System (VVS) runs on our dedicated, secure independent network, while utilizing the full features and functionality of THE BRIDGE platform. Our VVS allows users to schedule visits,

respond/reject requests, suggest visit times, and more, without directly communicating with the inmate. For inmates, ICSolutions proposes to run THE BRIDGE video visitation platform on tablets as well as the wall-mounted kiosks.

The video visitation Kiosk is designed as a rugged kiosk that provides an impact resistant construction that is resistant to liquids and tampering. The 17" touch screen is protected by chemically strengthened and bonded glass, ensuring an impact-resistant class covering. The Video Visitation Kiosk uses the same platform as our handheld BRIDGE tablets, so staff will use the same system for administrative, investigative, and reporting tools.

Equipment Redundancy

Wall-mounted kiosks will host all BRIDGE tablet applications – providing a backup to these services in areas where tablets may not be available, or when an inmate's tablet privileges are suspended. Likewise, the tablets will host video visitation / video calling – substantially expanding inmates' access to these critical communication services!

THE BRIDGE™ Video Visitation Kiosk with Touchscreen Monitor

THE BRIDGE video visitation stations are constructed of heavy duty 14-gauge steel, with a shatterproof handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1,000 foot-pounds of pull power. Completely encased and tamper-preventive intrusion locks guard against potential vandalism.

These rugged kiosks can be installed to meet constituent needs in multiple ways, such as in inmate areas, where immobile, larger-screen devices are preferred for video visitation; or wherever tablets are not in place, such as in restricted housing areas or at facilities where tablets are not installed.

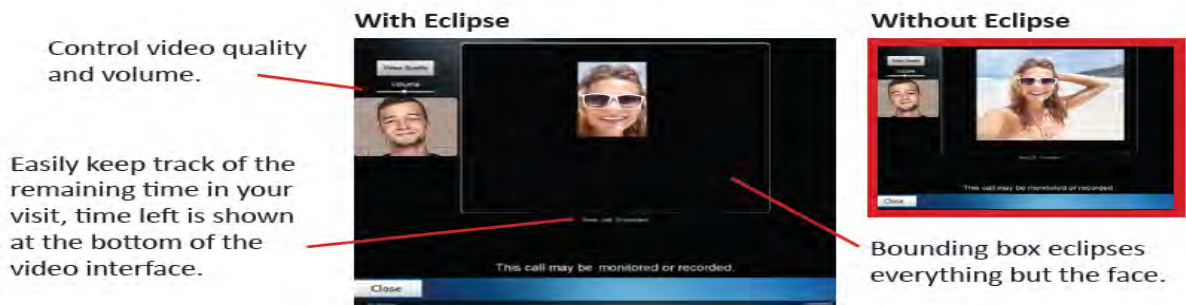


- 17" color monitor
- Touchscreen technology
- Hi-resolution camera
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- **Touchscreen volume control (ADA compliance)**
- Adjustable handset cord lengths (24" standard)
- Heavy duty housing to protect unit from intrusion or tampering
- Mounting rated at 2,000 foot-pounds pull-off power

Enhanced Video Security

Video Filtering Technology

To maintain the highest level of security, THE BRIDGE offers Eclipse Video Filtering Technology, which uses sophisticated, patented algorithms to highlight the user's face and eliminate everything else in the video stream. Designed to stop inappropriate behavior, the filter works by continually looking at the video stream for facial features. If facial features are not present, then the video is stopped for the viewing party and audio is all that is allowed. Both sides of the conversation can see their feed, and an indicator lets them know if their face is visible or not visible at all times. As the visiting parties correct their placement of face, the video is returned automatically.



Our patented Eclipse Video Filter Technology is set at a global level to ensure all visits are subjected to filter to ensure no improper behavior is allowed by anyone. The sensitivity of the feature is adjustable for individuals, such as when a particular individual attempts inappropriate content habitually.

Visitation Scheduling

Our solution features on-demand video visitation, which maximizes the communication opportunities between inmates and their loved ones. However, if scheduling is required, THE BRIDGE 8.0 offers a user-friendly web-based visitation registration and scheduling website accessible from any standard browser, such as Safari, Chrome, or Microsoft Edge. Visitors can enjoy the convenience of registering and scheduling visits anywhere using any internet-connected device, with no need to download separate software.

Public Registration & Account Creation

The public user can create a visitation account at no cost online through our visitation scheduling website. Visitors simply enter the required information in the Personal Details screen.

Users are required to give Name, Address, Phone Number, Driver's License information, and payment information. This can also be set up to require and capture Driver's License photos and self-shot photos for future references or placed in a manual approval queue.

Once completed, an email is sent to the user to complete acceptance of the account. After email verification, the public user can now schedule a visit or perform a now visit.

The screenshot shows a web form titled "Personal Details" with a warning message: "This information may be used by the correctional facility to determine whether or not to allow communications or deposits for an inmate. Inaccurate information can cause your account to be rejected. You may be contacted by phone to verify the information." The form contains two columns of input fields. The left column includes fields for First Name, Last Name, Phone, SSN, Date of Birth (with Month, Day, and Year dropdowns), and Time Zone. The right column includes fields for Street, City, State (a dropdown menu), ZIP, Driver's License/State ID#, and Driver's License or ID Issuing State (a dropdown menu). At the bottom of the form are "Save" and "Cancel" buttons. In the top right corner of the form area, there are links for "Back" and "Sign In / Register". Above the form is an orange banner with the quote: "Living without them is hard. Showing them you care isn't."

Visitor Registration

Visit Now or Later

On-demand visitation has become the more popular method for making video calls, as it is more flexible for the public and less demanding for staff keeping up with scheduled visits. By simply clicking **VISIT NOW**, the visitor calls the inmate directly. If scheduling is desired the public hits **SCHEDULE VIDEO VISIT** and is taken to the following screen.

If the inmate is not eligible/available due to restrictions or location schedules, the inmate will not show as available during this time. The scheduling menus are dynamic in that they follow the facilities' rules on restrictions and location availability. Anytime a staff member with access to visitation cancels a visit, the scheduled visitor will receive an email and SMS (if subscribed) notifying them of the cancellation.

[Back](#) [My Account](#) [Log Out](#)

When do you want to visit Adam?

Now

Make a video visit to try to talk to Adam Wilson (1111) right now, if a video station is available. **Free 20 minute call available.**

[Visit Now](#)

Later

Schedule a video visit for a future time.

[Schedule Video Visit](#)

Visitation Rules

1.Dress Code: Visitor attire must be conservative in appearance . All clothing shall be clean, worn in good repair, be non-offensive , and within the bounds of common decency. Nudity is prohibited. Any exposure of the breast or groin area is prohibited. **2.Cell Phone:** Cell phone use in the kiosk area is prohibited. **3.All visitors:** Visitors must remain seated in front of the video screen at all times during the visitation session. **4.Prohibited Items:** Food and drink items, chewing gum, chewing tobacco, cell phones and smoking material, are not permitted while visiting inmates. Visitors bringing in illegal contraband shall be subject to criminal prosecution. **5.Noise:** be polite, others are visiting also. No use of foul language. Volume of visit must not interfere with other visits or lobby. **6.Intoxication:** Intoxicated individuals shall not be allowed to remain on NCSO-Jail grounds or allowed to visit with an inmate/detainee. Visits may be terminated at any time for rule violation or need of the facility. First violation of any rule will be a suspension of visitation privilege for 30 days. Second violation of any rule will be a suspension of visitation privilege for 90 days. Third violation of any rule will be a suspension of visitation privilege up to lifetime.

This visit is being recorded and may be monitored or reviewed.

Select Visit Now or Later

If the visitor chooses to VISIT LATER, they are taken to the scheduling portal to select their visitation type (home or onsite, if available), date, and time.

[Back](#) [My Account](#) [Log Out](#)

"Living without them is hard. Showing them you care isn't."

Schedule a Visit

Schedule a Video Visit with Adam Wilson (1111)

Where are you going to Video Visit from?

[Home](#)

Select a Day

October 2023

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Select a Time Zone

Eastern Standard Time

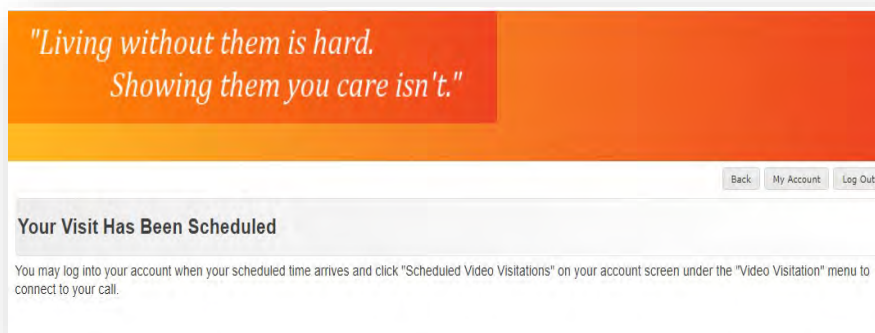
Select a Time

Morning

10:00 AM Eastern Time (US & Canada)

[Submit](#)

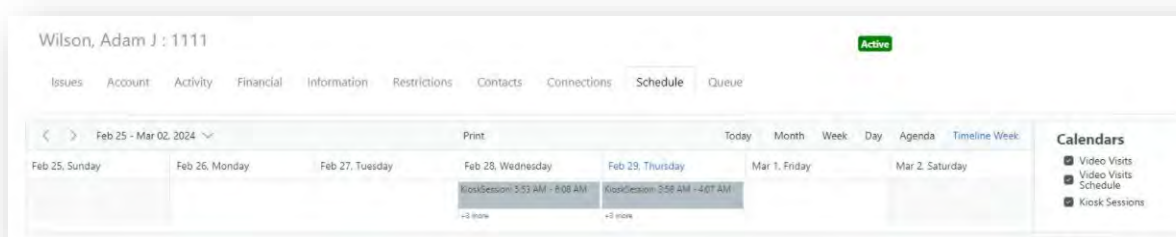
Schedule a Visit



Once scheduling is complete, the visitor can log onto the website just prior to this visit and begin the visit anytime from the start of the time scheduled through the end of the visit. The time allotted will be enforced; if they are late, the visit will still end at the pre-designated time. From our website, the public visitor can view or cancel their scheduled visits.



Viewing Scheduled Visitations



Video Visitation Calendar

Privileged Visits

THE BRIDGE system allows for privileged email correspondence and video calling. Attorneys and other professional users can request Privileged status through their account portal so that their communications will be considered privileged.

Through the dedicated user account portal, the registered user can request permission for any defined group from the County. They can also access a detailed history of their current and past requests, whether

approved or not approved. Once this request is submitted, authorized staff members are notified via email for approval. Privileged restrictions will apply as soon as the request is approved.

Privileged User Requests

Currently Assigned Groups

You have no past requests.

Past Requests

Date Requested	Requested Group	Professional ID	Approved	Updated By	Date Updated	Facility
2/24/2022 10:58:21 AM	Public Defender IM request	test1234	Denied	Warden Ballard	2/24/2022 10:59:31 AM	Livingston Parish Detention Center, LA
2/24/2022 10:16:22 AM	Private Attorney	test123	Denied	Warden Ballard	2/24/2022 10:52:51 AM	Livingston Parish Detention Center, LA
10/12/2021 11:14:58 AM	Judge		Denied	TF Terry	10/12/2021 11:16:18 AM	Goliad County Jail, TX
1/29/2021 3:44:22 PM	Funeral Visit		Denied	techfriends terry	1/29/2021 3:46:51 PM	Coffee County Jail, GA
1/26/2021 2:15:20 PM	Attorney Visits	123456	Denied	Terry Wilshire	1/26/2021 2:17:37 PM	Terry County Jail, WY
8/10/2020	Public Defender	123456	Denied	Terry Wilshire	9/15/2020	Terry County Jail, WY
4/10/2020	Public Defender	12323213123	Denied	Terry Wilshire	4/10/2020	Coweta County Sheriff's Office, GA
4/8/2020	Judge Arraignment	123456789	Denied	Terry Wilshire	9/15/2020	Terry County Jail, WY

Make a New Request

Info

This screen is used to request privileged user status for a facility. You will only become a privileged user when the facility administration reviews and approves your request. You can return to this screen to verify that your privileged user status has been approved.

By making a request **you are confirming that you belong in one of the following privileged user groups: attorneys, public defenders, probation agents, etc.**

The Professional ID field is to enter your State Bar Number, Badge Number, Agent Number, etc. to be able to request privileged user status should the facility require it.

Facility

Terry County Jail, WY

Group

Public Defender

Professional ID #

774567

Request

Privileged User Request

For enhanced security, ICSolutions offers LifeLyn for confidential communications between the inmate and approved professionals, such as attorneys, Public Defenders, or medical personnel. With LifeLyn, privileged users can communicate with their clients confidentially through a dedicated website. Once logged in to this web-based portal, privileged users can send messages, conduct video visits, send photos, send documents, and even **obtain signatures**. To use this service, a secondary password is required of both the professional and the inmate in order to access the encrypted information. LifeLyn is offered to the County at **no cost**. Privileged users can schedule and conduct secure video meetings without having to travel to the facility.

The system is compliant with attorney-client privilege requirements. LifeLyn requires users to register and be verified as a privileged user. Once verified, the professional will receive login credentials to access the platform through the dedicated LifeLyn privileged user website. The system can be used to request privileged status at other participating facilities, as well. No video visit conducted by a registered privileged user is ever recorded.

Inmate-Requested Visit

The video visitation solution also offers inmate-requested visitation. This option allows inmates eligible for visitation to invite a contact to visit within the scheduled times defined by the County.

To do this, the inmate taps the VIDEO VISIT button on the home screen and selects a contact. When the inmate completes the video visitation request, a message is automatically sent to the contact inviting them to visit with the inmate by clicking the link in the message. The link will take the visitor to our web-based video visitation website to log in and begin the visit.

Name	Status
twilshire@techfriends.com	Waiting For Response
twilshire@gmail.com	Too soon to send.
twilshire1@comcast.net	Too soon to send.
Lee Aspinwall	Invite To Visit
DerekT EscueTest	Invite To Visit
Mark Haney	Invite To Visit
Jordon Jernigan	Approved
chad lee	Invite To Visit
Joseph Schaefer	Invite To Visit

New Contact

Visit Invitation Request

Staff Visitation Management

Facility staff can manage visits, cancel visits, run reports, monitor visits, and more, through the administrative portal. The scheduling system is dynamic in that it automatically follows the facilities' rules on restrictions and location availability. Anytime a staff member with access to visitation cancels a visit, the scheduled visitor will receive an email and SMS (if subscribed) notifying them of the cancellation.

Back My Account Log Out

Manage Scheduled Video Visitations

State: WY
Facility: Terry County Jail
Starting Date: 10/19/2023
Ending Date: 10/19/2023
Name or ID:
Search

All times are displayed in Eastern Time (US & Canada).

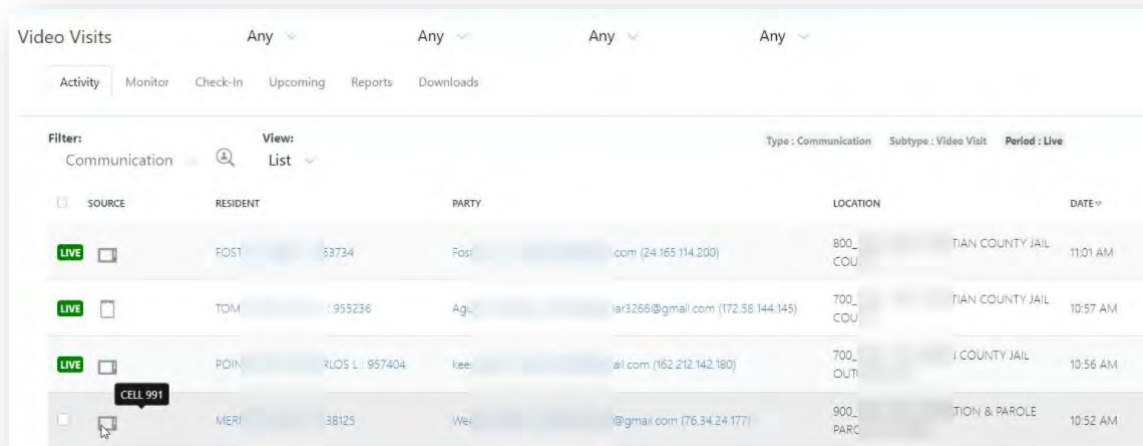
Resident	With	Start	End	Location	Kiosk	
Adam Wilson	techfriends techfriends	10/19/2023 9:20:00 AM	10/19/2023 9:40:00 AM	Computer	Station 38065	CANCELLED

Manage Scheduled Video Visitations

Video Visitation Investigative Tools

Monitoring & Recording

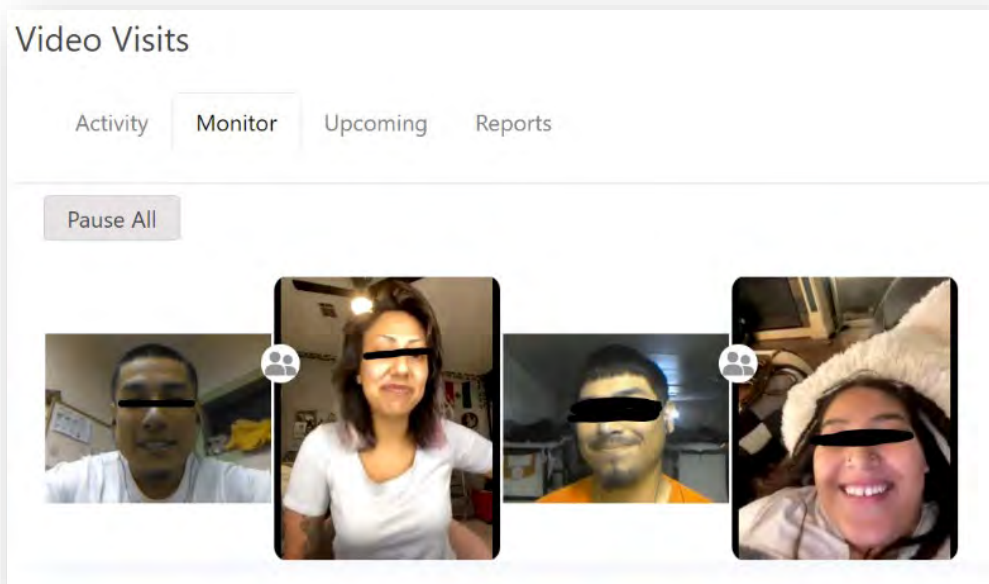
THE BRIDGE automatically records all visits, except for those visitors marked with a Privileged status. THE BRIDGE allows for viewing visits in real time or recorded visits afterwards. THE BRIDGE has no limit on simultaneous visits or recordings. When multiple live visits are in progress, the authorized user can view all visits occurring on one screen. And authorized users also have the option to choose a single visit to view in full screen.



The screenshot shows the 'Video Visits' interface with filters set to 'Communication', 'List', 'Type: Communication', 'Subtype: Video Visit', and 'Period: Live'. The table below lists the active visits.

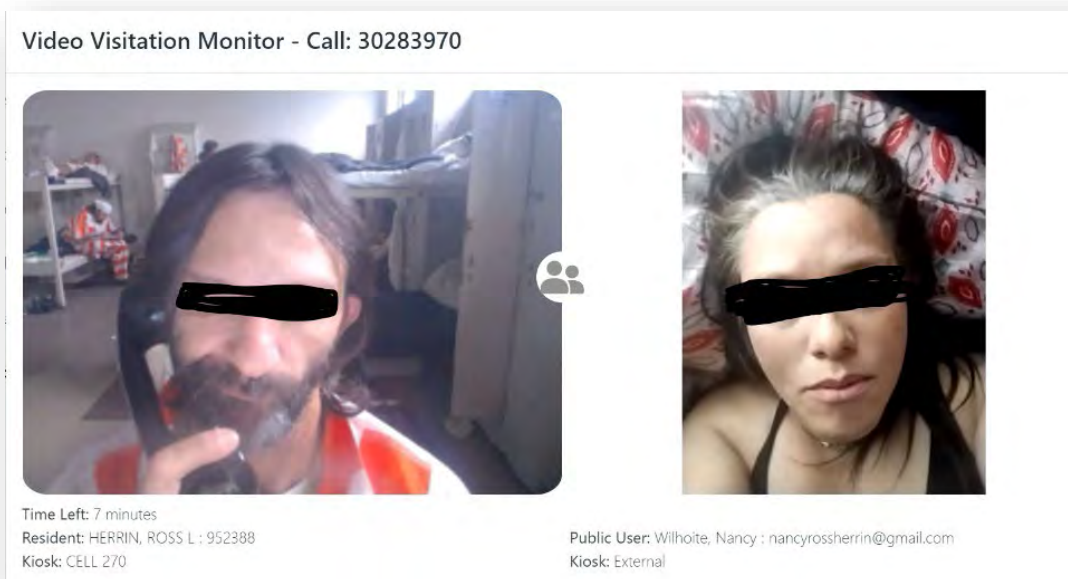
	SOURCE	RESIDENT	PARTY	LOCATION	DATE
LIVE	POST	33734	Post	com (24.165.114.200)	800_ COU TIAN COUNTY JAIL 11:01 AM
LIVE	TOM	: 955236	Ag	lar3266@gmail.com (172.58.144.145)	700_ COU TIAN COUNTY JAIL 10:57 AM
LIVE	POIN	RLOS L : 957404	lee	ai.com (162.212.142.180)	700_ OUT I COUNTY JAIL 10:56 AM
	MER	38125	Wei	@gmail.com (76.34.24.177)	900_ PARC TION & PAROLE 10:52 AM

List of Visits in Progress



Viewing Multiple Visits in Progress

Whenever an authorized user wants to view the visit in more detail or perform functions for a particular visit, the authorized user can also select one visit to monitor in a single full screen:



Staff Monitoring Screen for Single Visit

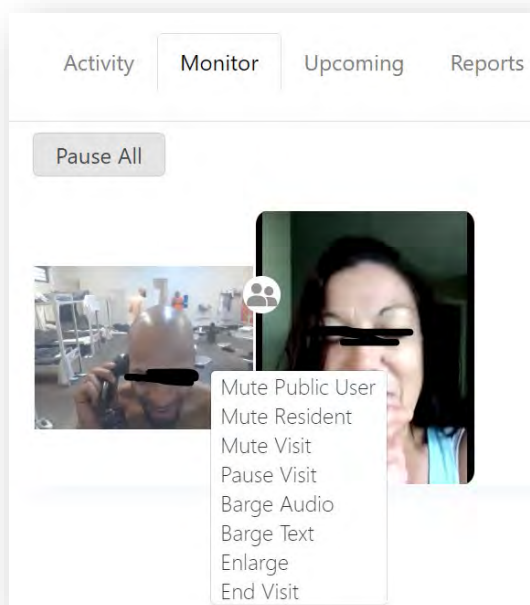
During live viewing, THE BRIDGE administrative portal gives you real-time tools to engage with the visit. Through the monitoring screen, authorized users can:

- Mute the public user side
- Mute the inmate side
- Mute both sides of the visit
- Pause the visit
- Barge in by audio to speak to both parties
- Barge in by text to send an on-screen message to both parties
- Disconnect the visit

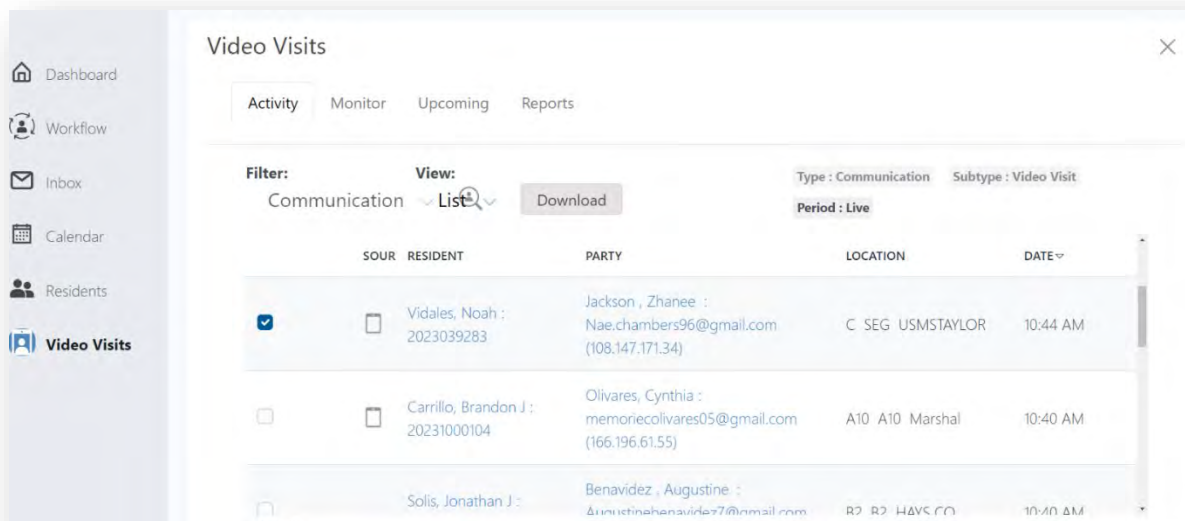
Recording Storage & Playback

All video visits are stored in .MP4 format on our servers and available for playback on any device utilizing a web browser and download. Downloaded copies are saved in an HTML file that makes for a quick download and eliminates the need for video player compatibility across multiple computers. All that is needed is a standard web browser, which ensures playback can occur in different venues (e.g. outside agencies, count rooms, etc.).

Users can download single or multiple visits. Whether downloading one visit or multiple visits, a single file will be created. The playback file also gives investigators more information and tools during playback. Extended visitor information is displayed, individual volume controls, and a play/pause bar are included as



well. Authorized users can transfer video visitation session recordings onto media storage devices, such as a USB thumb drive, CD or DVD ROM. The downloaded .html recording can be played back on any device with a web browser.



Visitation Search Results



Visit Playback

Video Transcription & Translation

Video Visits will be translated and transcribed using the same feature applied to all other inmate communications – that's calls, visits, email & grievances – at no cost to the County.

Transcribe **both visits and calls** and translate all communications in the same system!

Our Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of phone call and visitation recordings** the moment they are completed. In addition, translation into multiple languages – with automatic language detection – is available on all forms of communication, including call and visitation recordings, email/text messages, and even inmate grievances.

AI-Powered Conversation Summary

As part of the transcription service described above, our BRIDGE system includes an Artificial Intelligence (AI)-powered summary feature!

The CONVERSATION SUMMARY tool uses AI to analyze the transcript of each conversation and create a summary of what was discussed. With this unique capability, investigators will be able to get a general idea of what a visit or call was about, at which time they can decide whether they need to investigate further.

This will save hours of time, as investigators can more easily the conversations they wish to play back, rather than listen to every visit and call in its entirety or read the full transcripts.

Our AI-Powered Conversation Summary is included at no cost to the County!

**Save Valuable Staff
Time with
Transcription &
AI Summary**



**For a 15-minute call,
it takes**

1 minute

**to read the AI summary,
5 minutes to read the
transcript, or 15
minutes to listen to
the entire call**



AI-Powered Conversation Summary

- ✓ Messaging, voicemail, and tablet-based communication options.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Inmate Messaging & Texting

THE BRIDGE 8.0 Messaging has powerful tools built in to assure safe and secure messaging services. The system includes a secure messaging service for inmates and family to maintain needed communications. Included with the messaging solution is our patented mail scanning service. We take your inmates' personal mail, scan it at our facility, and make it available via the tablets and kiosks.

As an option, inmates can have access to all their Scanned Mail and Messages they received while in custody even after release. The service is at no cost to the County or former inmates.



Unique BRIDGE 8.0 Feature!

Post-release, former inmates can access their **emails, photos, and scanned mail via website**, from which documents can be downloaded and saved, providing **lifetime access**.

Messages, photos and scanned mail will be stored for the life of the contract, so inmates can access these files after release. This service is set up at the County's authorization during initial set up. ICSolutions will provide instructions for the staff to give to inmates being released detailing how to access the mail and messages.

Privileged Communications

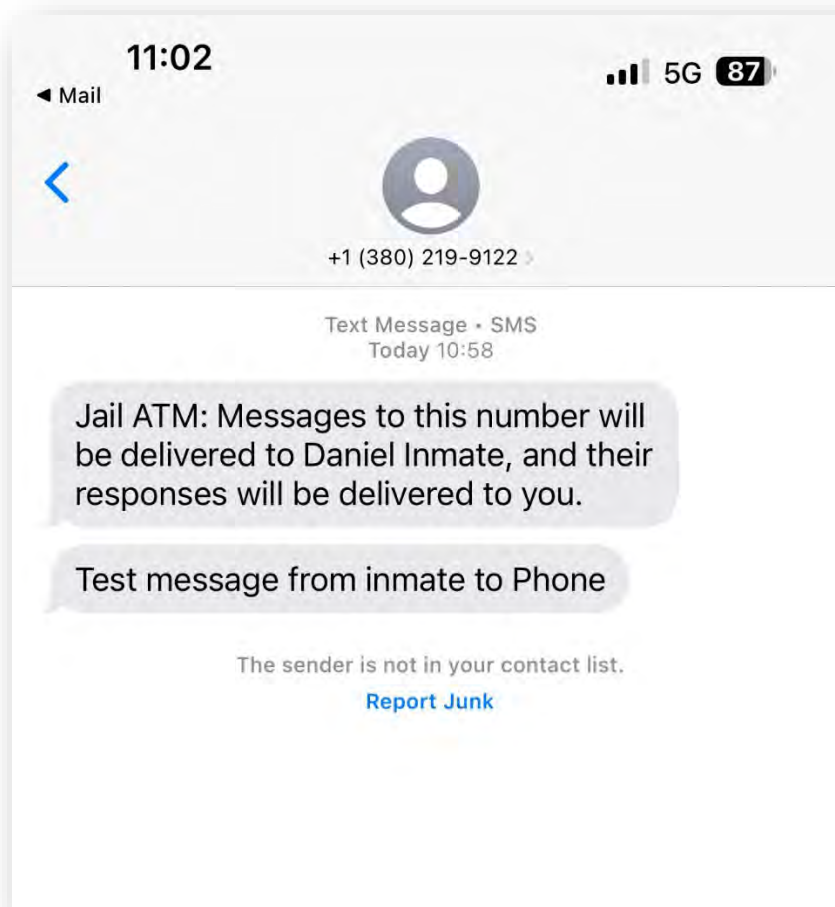
ICSolutions offers LifeLyn as a highly secure communications platform for privileged interactions between inmates and approved professionals – such as attorneys, public defenders, or medical personnel. While tablets offer similar features, LifeLyn provides true separation and enhanced security for privileged communications. Unlike standard tablet-based systems, LifeLyn operates through an independent, encrypted website, ensuring confidentiality outside agency-admin access.

Key Features

- **Dedicated Secure Portal:** Separate web-based platform for peace of mind.
- **Unique Security Layer:** Both parties enter a secondary passkey to access encrypted information.
- **Document Handling:** Send documents, enable **DocuSign**, and obtain signatures electronically.
- **Legal Mail Delivery:** Supports scanned legal mail delivery to inmate tablets (when onsite legal mail scanning is deployed).
- **Evidence Sharing:** Share privileged photos now, with privileged video sharing coming soon.

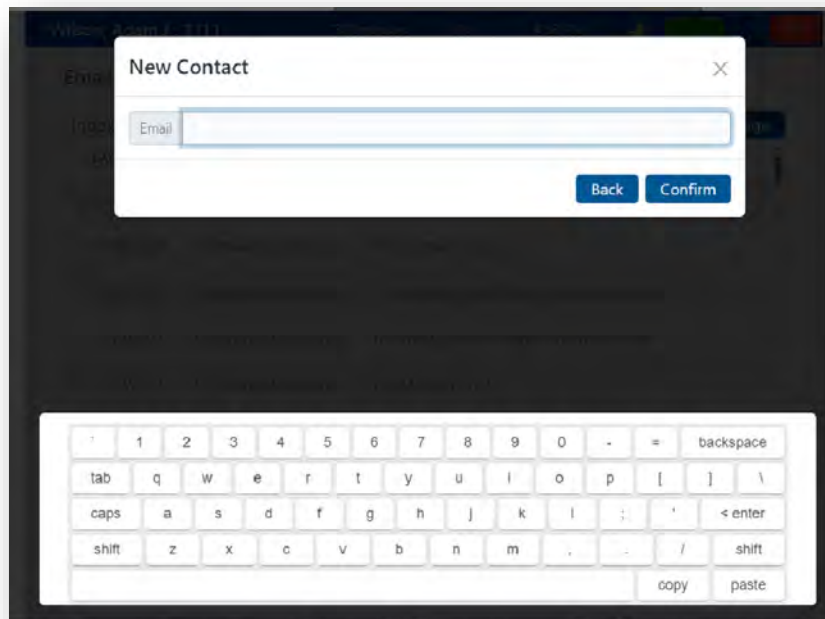
Ease of Texting

Our texting solution makes it easy and convenient to stay connected, when SMS is enabled. On the public side, messages show up in the user's default messaging app, just as if they were messaging another non-inmate, with no need to install a special app. It's just as easy as standard texting, even for users who are less comfortable with using technology.

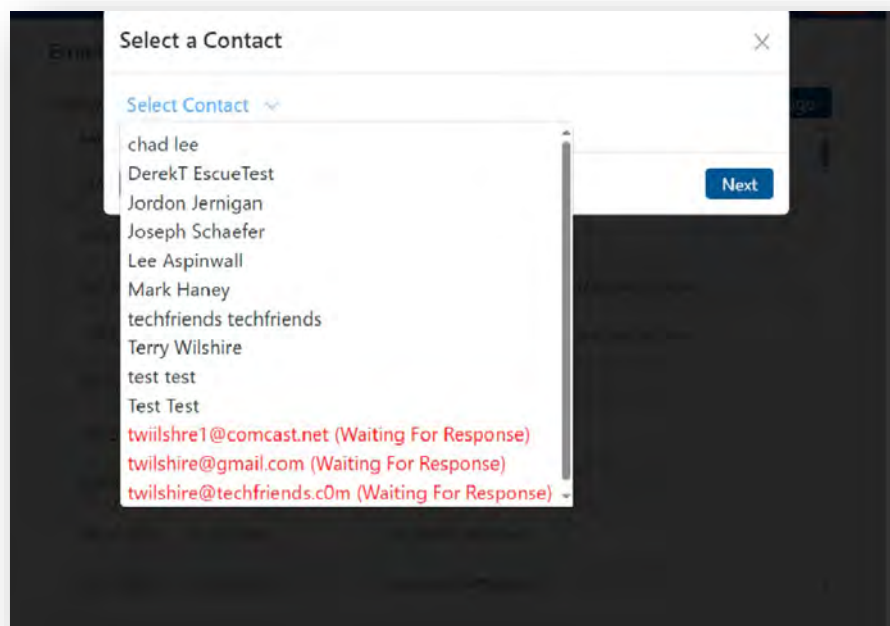


Messaging Interface: Creating New Messages

Inmate creates a new requested contact or selects one already in system.



Any new contact will not receive the message directly. THE BRIDGE will send an email to the recipient and ask if they want to accept the message, block the inmate, or block all inmates from the system from sending future messages. If they choose to receive the message, the recipient is directed to our website, where they must create an account or use their existing account to receive the message.



Recipients in red showing "Waiting on Response" are not available to the inmate.

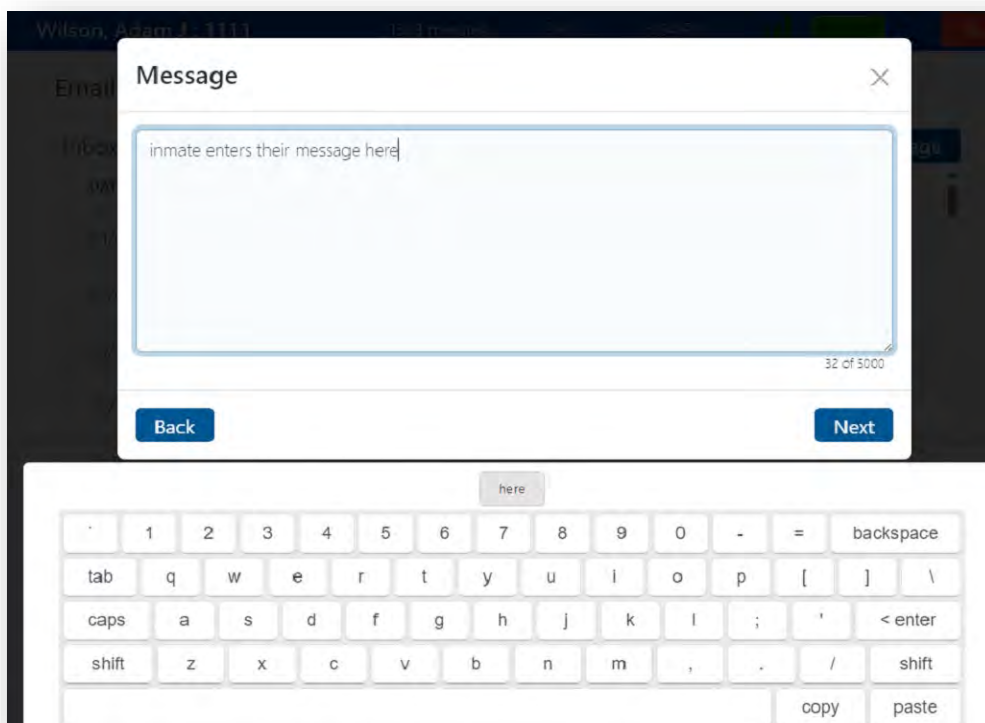
Upon choosing an approved recipient, they will enter a subject and message. Note: for all typing, the system gives spelling suggestions.

Please note: The screen shots below show some sample messages that include attachments such as photos. The system can be configured to allow text-based messaging only. In the event the County decides to enable photo messaging, photos are inbound only and subject to filtering software to detect nudity and other indecent content. The sensitivity of this software can be configured, and any flagged photos will be subject to officer review/approval, just like flagged text-based messages.



A screenshot of a web application window titled "Subject" with a close button (X) in the top right corner. Below the title bar is a single-line text input field containing the text "test". At the bottom right of the window is a blue button labeled "Next".

Subject Line Field



A screenshot of a web application window titled "Message" with a close button (X) in the top right corner. Below the title bar is a large multi-line text input field containing the placeholder text "inmate enters their message here". At the bottom right of the input field, it says "32 of 5000". At the bottom of the window are two blue buttons: "Back" on the left and "Next" on the right. Below the window is a virtual keyboard with keys for numbers 1-0, letters a-z, and special keys like tab, caps, shift, backspace, enter, copy, and paste.

Body of Message

The settings allow for an inmate to choose to pay with their money or ask the recipient to pay.

Ask the recipient to pay?

☒ Ask the recipient to pay

☐ Pay with my money

Back Send

Choosing Payment Method

Wilson, Adam J : 1111 1335 minutes EN ES 4:52 PM

Email

Inbox New Message

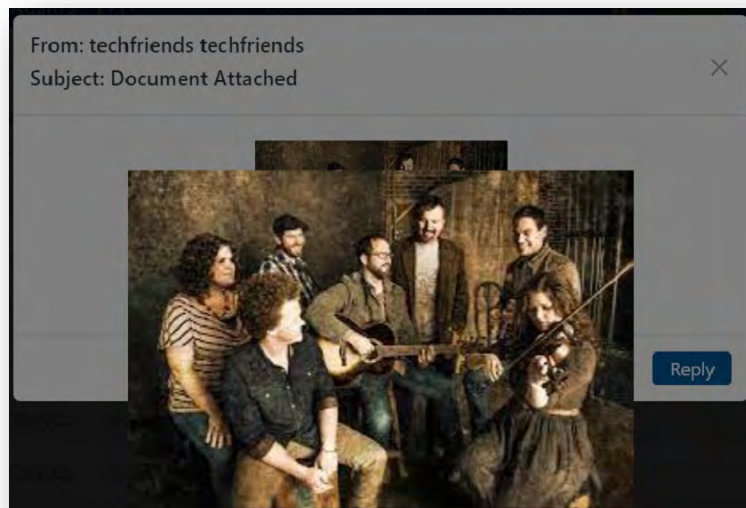
DATE	FROM	SUBJECT
01/06/2024	techfriends techfriends	Document Attached
01/06/2024	techfriends techfriends	This is a test messa...
10/19/2023	techfriends techfriends	This message is no longer available to view.
10/19/2023	techfriends techfriends	This message is no longer available to view.
10/19/2023	techfriends techfriends	You Missed A Visit
10/05/2023	Response Demo	test
10/03/2023		Document Attached
09/26/2023	Post Master	Document Attached
09/26/2023	Post Master	Document Attached

Viewing Received Messages

Example of Received Document



When the inmate clicks on the inmate, it is expanded for view.



Investigative Tools

Flag & Query Key Words

A full suite of investigative features allows your investigative team to search messages to obtain actionable intelligence. With THE BRIDGE key word monitoring solution, authorized users can populate a list of flagged key words and phrases, which alert staff when any of these words are used in a text or email, whether incoming or outgoing. Any key word or phrase can also be located using our Message Search feature. An authorized officer must review and approve any messages where a key word is detected before the message is released to the intended recipient.



Emojis are created from text-based commands. Therefore, to add an emoji as an alerted keyword, authorized personnel would simply create an alert for that text-based command is detected. The County can enter as many keywords and phrases as they wish to be monitored for outgoing and incoming

messages. If a keyword or phrase is detected, a message is sent to authorized users who monitor the messages. This notification contains a link to the Administrative portal where facility staff can review the tagged messages for approval.

Flag Words

escape
gang
getaway
gun
lawsuit
nurse
officer
prea
rape
spiderman
test

Save

Formatting Instructions

- Flag phrase example: Hello World
- Flag word example: Hello
- Only one flag word or phrase per line
- Duplicates won't be added

Flag & Search Key Words

Message Transcription & Translation

THE BRIDGE Messaging App also offers a translation feature. THE BRIDGE translation engine **supports several languages**, and it auto-detects the language that is written. If a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.

Message

Text Message

Contacted: Link: goncalves.williams@yohos.com ((707) 775-5501)
to: RODRIGUEZ-GONZALEZ, IDIVY A. 356250

Sent: 08/02/2024 10:41:29 AM
Status: Auto-Approved

Reject Flow **Translate** Print

Hola mi vida buenos dias como amanecio? Cuálmente buen día

Message Flow

Between RODRIGUEZ-GONZALEZ, IDIVY A. 356250 and Simoes, Link: goncalves.williams@yohos.com

He said that maybe he would come back tomorrow or Saturday ??

Did he leave?

She grabbed the soup and I grabbed the pasta and if she left because she still had to put gasoline

If I told you that Lia left and said that I had to stop by to put gas

Oh ok that's good mother I'm going to sleep Goodnight Love u

And happy bday again May you have many more tyn

Oh my love goodnight ?? I love you very much and have a very good night and rest and dream with the little angels and may God bless you I always love you very much my love ?????

Good morning mother, have a good day

Hello my life good morning as you woke up equally good day

Translating an Email Chain

Message Queries & Reports

The Administrative Portal gives facility the personnel the ability to search for messages by specific inmate, location or programed investigative queues. These inquiries can also be searched by date ranges (Today, Yesterday, Past 7 Days, Past 30 Days, or specific Date Range).

The screenshot shows the 'Residents' section of the ICSolutions Administrative Portal. The interface includes a sidebar with navigation options like Dashboard, Workflow, Inbox, Calendar, Residents, and Video Visit. The main content area displays a table of messages with columns for Source, Resident, Event, Party, Location, and Date. The table is filtered by 'Type: Communication', 'Subtype: Email', and 'Period: 02/01/2023 - 05/14/2023'. The table lists 13 items, showing messages from residents like Wilson, Adam J. and Inmate, Test D. 1234, with various parties including Public Defender and Staff.

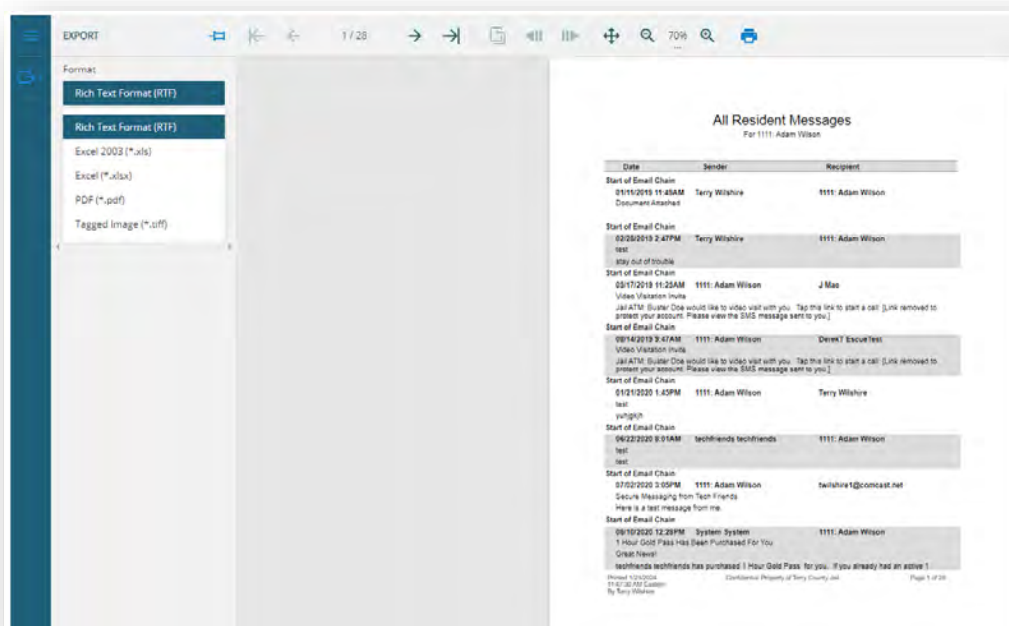
SOURCE	RESIDENT	EVENT	PARTY	LOCATION	DATE
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Schaefer, Joseph - Snout8@yahoo.com (12,232,125,227)	J 10	05/04/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Mac J - Public Defender	J 10	05/04/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Mac J (12,232,125,227) - Public Defender	J 10	05/04/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email(System)	techfriends, techfriends - twilshire@gmail.com	J 10	03/08/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	techfriends, techfriends - twilshire@gmail.com	J 10	02/21/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Wilshire, Terry - Staff	J 10	02/14/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Wilshire, Terry - Staff	J 10	02/14/2023
Inmate, Test D. 1234	Inmate, Test D. 1234	Email	Test, Test - rtechfriends@gmail.com	F 2	02/14/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Wilshire, Terry - Staff	J 10	02/14/2023
Wilson, Adam J. 1111	Wilson, Adam J. 1111	Email	Wilshire, Terry - Staff	J 10	02/14/2023
Cane, Fred 999999	Cane, Fred 999999	Email	Unconfirmed Account, twilshire@techfriends.com	F 1T	02/01/2023

Messages for specific or all inmates can be searched for by Date, Resident, Public User, Reviewing User, Specific Device, Message Type or by Keyword Search.

The screenshot shows the 'Custom Activity Filter' dialog box. It contains several sections for filtering messages: Type (Communication), Subtype (Email), Period (Date Range: 2/1/2023 - 5/14/2023), Resident (Any), Public User (Any), User (Any), Reviewing User (Any), Resident Kiosk (Any), Message Type (Any), Message Review Status (Any), and Keyword Search (Any). There is a 'Clear All' button and 'Use' and 'Cancel' buttons at the bottom right.

You can pull all inmates messages or by date range needed into a report that can be saved in multiple formats or printed. The report reflects the user requesting it and is tagged with this information.

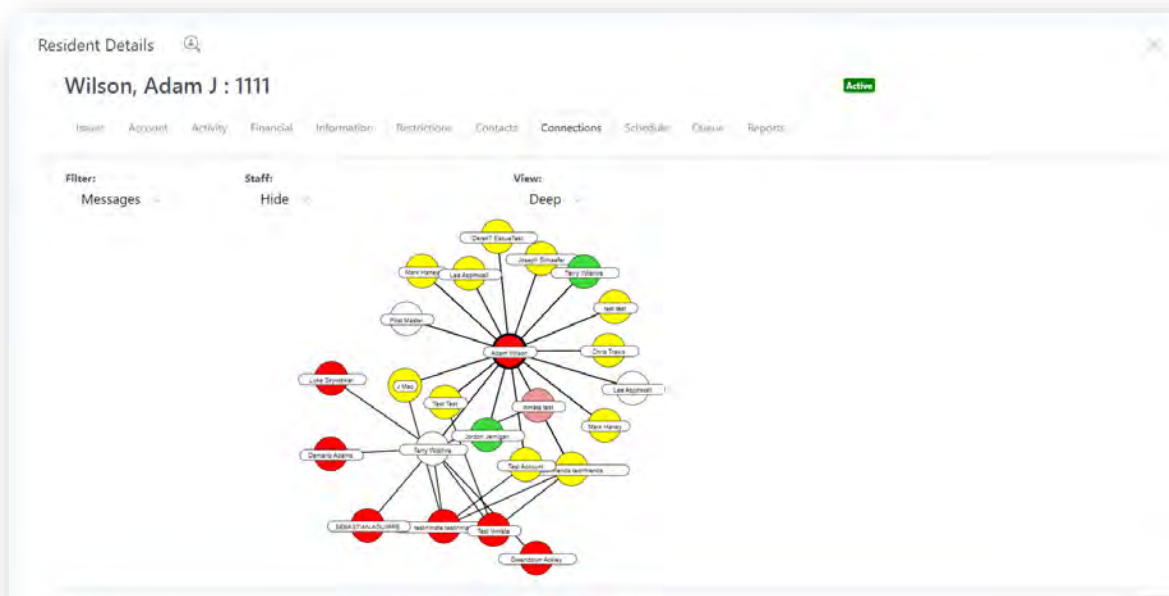
All Resident Messages		
For 1111: Adam Wilson		
Date	Sender	Recipient
Start of Email Chain		
01/11/2019 11:49AM	Terry Wilshire	1111: Adam Wilson
Document Attached		
Start of Email Chain		
02/28/2019 2:47PM	Terry Wilshire	1111: Adam Wilson
test		
stay out of trouble		
Start of Email Chain		
05/17/2019 11:25AM	1111: Adam Wilson	J Mac
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
08/14/2019 9:47AM	1111: Adam Wilson	DerekT EscueTest
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
01/21/2020 1:45PM	1111: Adam Wilson	Terry Wilshire
test		
yuhjgkjh		
Start of Email Chain		
06/22/2020 8:01AM	techfriends techfriends	1111: Adam Wilson
test		
test		
Start of Email Chain		
07/02/2020 3:05PM	1111: Adam Wilson	twilshire1@comcast.net
Secure Messaging from Tech Friends		
Here is a test message from me.		
Start of Email Chain		
08/10/2020 12:28PM	System System	1111: Adam Wilson
1 Hour Gold Pass Has Been Purchased For You		
Great News!		
techfriends techfriends has purchased 1 Hour Gold Pass for you. If you already had an active 1		
Printed 1/23/2024		
11:47:30 AM Eastern		
By Terry Wilshire		
Confidential Property of Terry County Jail		
Page 1 of 28		



Reporting Interface

Analyzing Connections

Our Connections Interactive Graph shows relationships between inmates to outside users and those relationships to other inmates current and past. The connection lines show the strength of the relationship with width relevant to the number of contacts between the two parties. Users can interact with this live report; by hovering over the connection lines, reveal the number of contacts; and, by hovering over the outside contact, show email address for the outside user. Color coding identifies the user type with Red Circles are always initially the focus inmate of the report. If the investigator clicks on any user, the system will change investigative focus onto that user. Option for Shallow vs Deep view allows former inmates connectivity to the investigation.



Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in THE ENFORCER platform to allow called parties with prepaid accounts to leave Voice Messages for inmates and a MESSAGE OF THE DAY feature to broadcast notification messages to one or more inmates at a facility.

Inbound Voicemail

ICSolutions can provide inbound inmate voicemail, whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established prepaid account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their prepaid account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or the first 3 letters of the inmate's last name, to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

MESSAGE OF THE DAY

Inmate Voice Messaging can also be used by authorized facility staff to broadcast messages to one, many, or all inmates in a correctional facility. The authorized personnel simply types the message into THE ENFORCER, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized facility staff can create a MESSAGE OF THE DAY that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into THE ENFORCER, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice

recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the MESSAGE OF THE DAY before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from facility staff.

Inmate Messaging

Inmate ID, Last Name, or CSN + OR

Date Ranges 03/02/2017 00:00:00 03/09/2018 23:59:59

Click the bubble icon to view the message text.

Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	New
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	New
	Notification	88717	1661049	LUINA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	New
	Notification	81372	1661552	COUCH, BRANDON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					
	Notification	24280	1660914	PANNELL, TYLER	ICS					
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	New

Click the Play button to listen to the recording.

Inmate Messaging Screen – Message of the Day text

The facility can use the MESSAGE OF THE DAY feature to share information with inmates facility wide. Additionally, with the County's permission, ICSolutions can create messages to inform inmates of new product rollouts, County-approved rate modifications, or other changes to inmate calling services.

Voicemail Security

Voicemail is treated the same as any call placed in the inmate telephone system. Rather than using a separate system, ICSolutions built our voicemail messaging system into THE ENFORCER, ensuring that all call controls and security features of the ITS also apply to voicemail calls. And, voicemail messages can be accessed and queried through THE ENFORCER user interface. Voicemail calls are controlled in the following ways:

- Only called parties with an existing prepaid account are able to leave a voicemail message for the inmate
- A searchable call detail record and recording is created for every voicemail message
- The inmate is required to enter their PIN to access voicemail messages
- All voicemails are recorded and may be monitored
- THE ENFORCER tracks and timestamps every time a message is played back

On the facility side, THE ENFORCER can be configured so that only authorized personnel can access the voicemail feature, by limiting voicemail access to specific roles on the user management module.

Other Tablet-Based Communication

Inmate Calling

With the INMATE CALLING APP, inmates can place calls to friends and family using the touch screen inputs. **The calling app will connect directly to ICSolutions' ENFORCER Inmate Telephone System (ITS) via the secure wireless network.**

Additional investigative opportunities are created—with more calls available to analyze—with inmates speaking to associates from their living quarters. All security features of your ENFORCER inmate telephone system are available as part of our proposed tablet solution. Tablets are simply a gateway for inmates to access ICSolutions' inmate phone platform.



The tablets are securely connected to THE ENFORCER ITS and utilize the same call parameters and functions, including live monitoring. All investigative and analytical tools will be the same for calls placed on tablets or standard inmate phones.

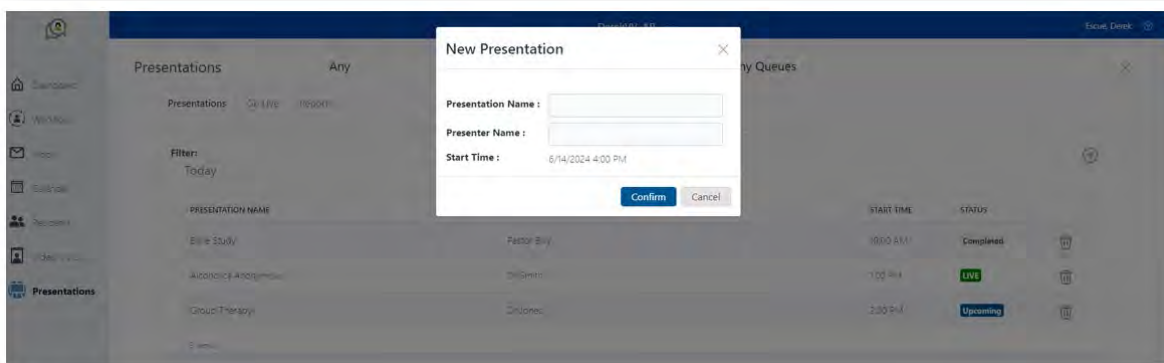
Calls made using the app on the wireless tablet create the same CDR within the ITS. Reporting can be done on all the same criteria as calls placed from a standard inmate phone. The Location ID of the calling phone will be the ID of the tablet used.

THE PRESENTATION APP – A BRIDGE 8.0 Tablet Exclusive!

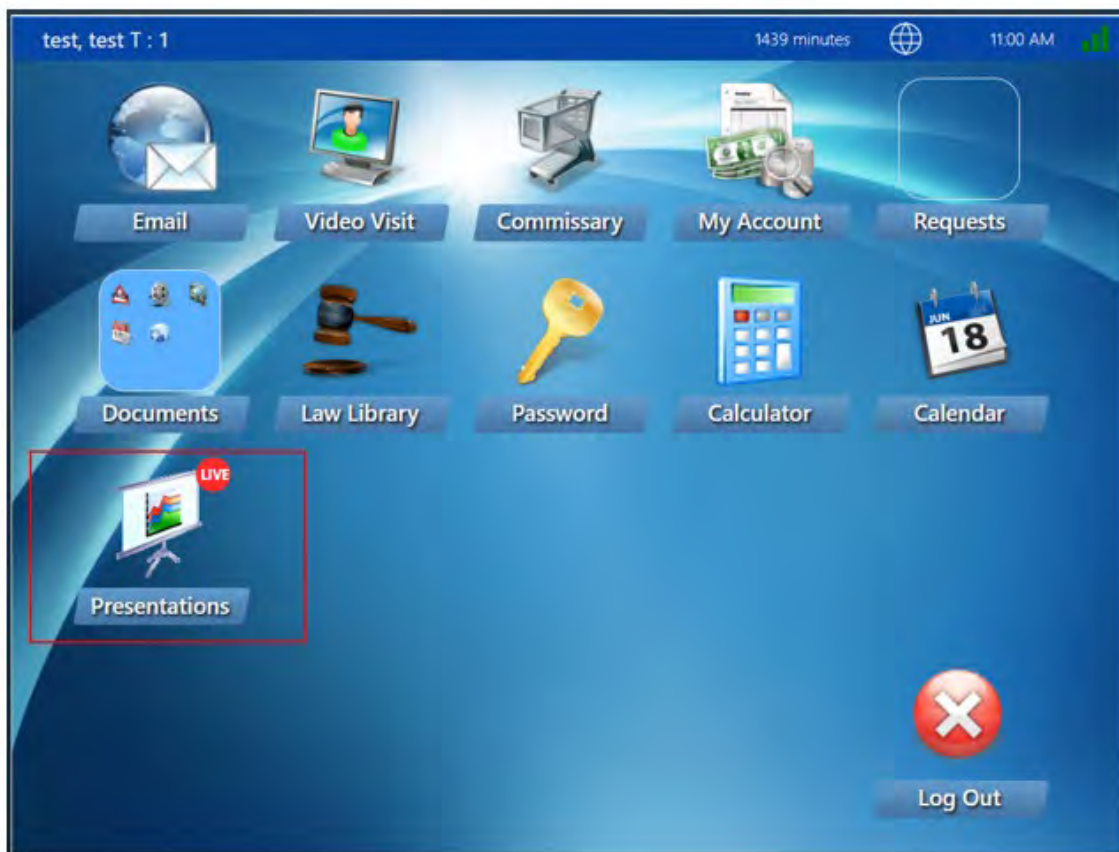
ICSolutions is also proud to offer THE PRESENTATION APP – one of a kind in the correctional facility market!

THE PRESENTATION APP was developed in response to the direct needs of other facilities.

THE PRESENTATION APP allows multiple inmates to watch the same live feed simultaneously utilizing THE BRIDGE video visitation system. For example, a teacher or a religious leader may want to offer live weekly classes or sermons for all the inmates in your facility and THE PRESENTATION APP makes that possible!



Instructor Screen – Starting a Presentation



Inmate Access to THE PRESENTATION APP

THE PRESENTATION APP also creates the ability to offer a series that repeats on a regular basis – such as daily, weekly, etc. Depending on the type of series, authorized personnel can create a restriction and only assign specific residents to that restriction (for example, if a class will only be available for women); that would mean that only a certain group of inmates would be able to see the presentations in that series. Generally, inmates will only be able to see the presentations that they have access to, as shown in the screenshot below.

Presentations			
PRESENTATION NAME	PRESENTER	TIME	STATUS
Bible Study	Pastor Billy	10:00 AM	Completed
Alcoholics Anonymous	Dr Smith	1:00 PM	LIVE
Group Therapy	Dr Jones	2:00 PM	Upcoming

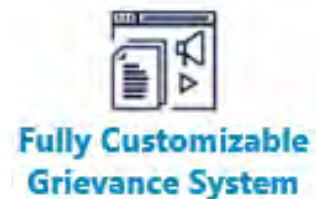
Inmate Screen - Completed, Live and Upcoming Presentations

During the live presentation, inmates will be able to ask questions or submit comments to the presenter. Inmates are not able to view who else is in the classroom. This chat feature is currently in development and will be available in a future release.

Everything will be recorded and accessible to the County for reporting purposes. For example, you will be able to see not only what inmates tuned into a specific class or presentation, but also how long they stayed. This will prevent inmates from saying that they attended a mandatory class if they only stayed for a few minutes.

Inmate Grievances & Requests

THE BRIDGE 8.0 solution includes a customized grievance system to reflect the County's policies. The system gathers the necessary information up front from our disclaimer acknowledgment and with specific questions to establish and differentiate between complaints and formal grievances. Our solution saves time, properly documents kites, and protects your County.

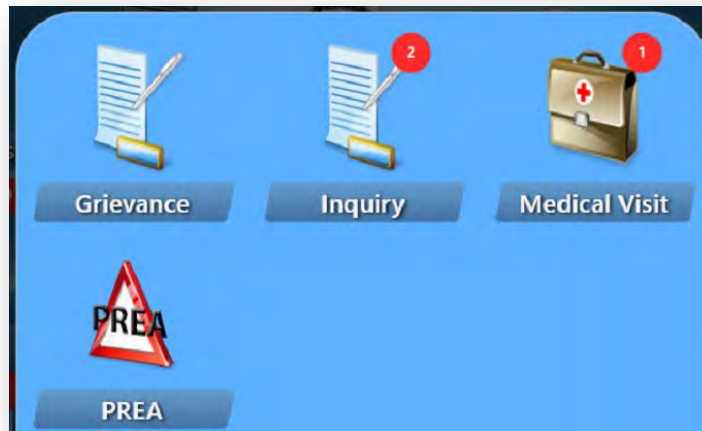


Grievance modules are completely customized to meet the needs of the County's current policy and procedures. We provide customized workflows that we tailor to your policies and existing forms at no cost. Some special features include:

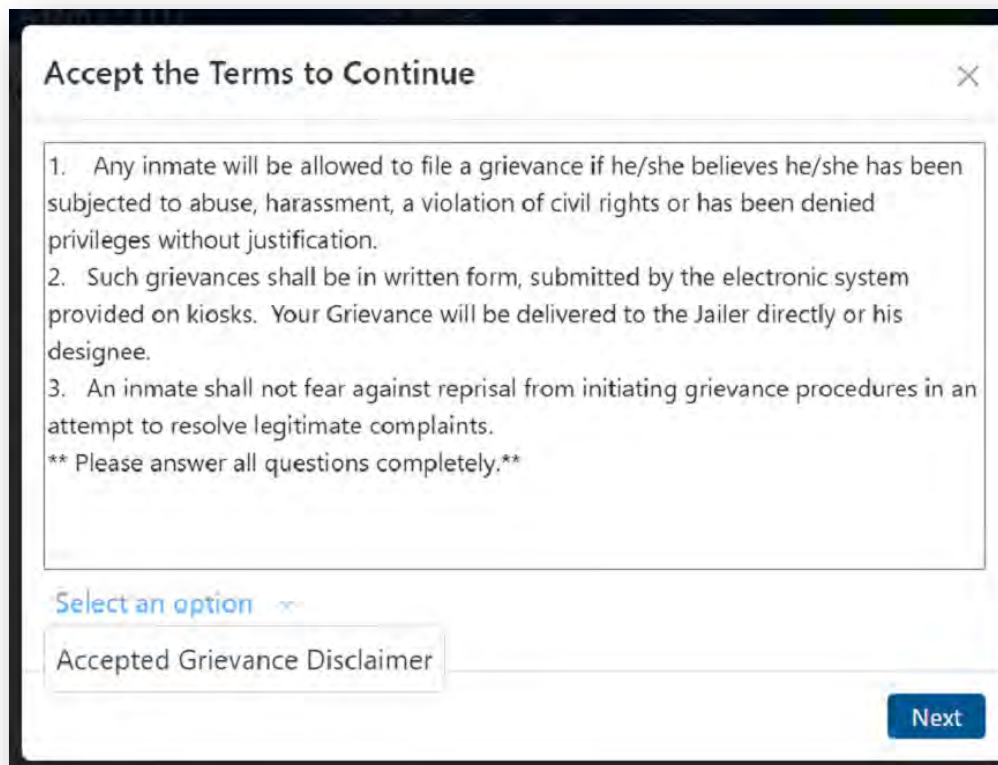
- **Custom Grievance workflow:**
 - o Allows for disclaimer acknowledgement to remind the inmate of your policy and procedure before allowing a grievance to be filed.
 - o We can set specific mandatory questions throughout the initial grievance process to ensure your staff get the information necessary (ex: Date, Location, Staff member informed, witness(s), etc.).
 - o Initial handling allows for the grievance to be marked acceptable (Grievable, sustained) or unacceptable (Non-Grievable, not sustained) as an initial response.
 - o We can set the number of appeals to match your policy and assign handling to specific staff members or groups.
 - o There is the ability to add notes to the grievance that are not visible to the inmate but follow the grievance record.
 - o We can customize a list of acceptable grievance types that can be assigned to the record if it is found to be Grievable or Sustained.
 - o Excellent reporting capabilities to show your complete history of the Grievance through start to completion.
- **Customized Sick Call/Medical Requests:**
 - o Medical disclaimers must be acknowledged during completing the request
 - o Specific customized questions your medical staff need to know are asked (symptoms, prior issues, outside physician information, medication used prior and pharmacy information.)
 - o Our Medical Request system is completely HIPAA compliant, and all medical requests are maintained confidential to only those staff members assigned to the medical group.
- **Confidential Tip Line**
 - o Provides a confidential way for inmates to report crimes and other situations to a specific staff member or group.
 - o Set as one way conversation to the assigned group and no history is retained on the inmates account in case of PIN theft or coercion.

- o The records are maintained through our system and available for reporting.
- o Assigned persons can be any user with an account

ICSolutions will work with your staff to set up as many customized inquiries as needed during the term of our contract, which includes updates, as well as the addition of new requests.



Once the inmate hits the **GRIEVANCE** button, an optional, highly recommended grievance disclaimer is displayed that educates the inmate on how the facility accepts and processes grievances. Without acknowledgement, the grievance is stopped. This disclaimer is included in the reporting for history to show compliance with this process. These are all examples of live sites and does not limit the content available for customization.



Accept the Terms to Continue [X]

1. Any inmate will be allowed to file a grievance if he/she believes he/she has been subjected to abuse, harassment, a violation of civil rights or has been denied privileges without justification.

2. Such grievances shall be in written form, submitted by the electronic system provided on kiosks. Your Grievance will be delivered to the Jailer directly or his designee.

3. An inmate shall not fear against reprisal from initiating grievance procedures in an attempt to resolve legitimate complaints.

**** Please answer all questions completely.****

Select an option [X]

Accepted Grievance Disclaimer

Next

The inmate is then asked to enter their grievance. This can be done by one standalone question such as "Enter your Grievance" or a series of facility-supplied questions to obtain the necessary information to process the grievance according to their policy and procedures.

Grievances can also be configured so that inmates can provide information about the complaint/incident in multiple separate fields, such as

- Date/Time
- Location
- Staff Involved
- Other Persons Involved
- Witnesses
- Narrative of Complaint

The inmate is furnished with a summary of their grievance after it has been submitted.

Each grievance is automatically routed to all staff assigned to receive grievances. Staff can engage in the grievance procedure by accepting or rejecting the grievance based on their policy. The inmate can then accept the outcome or choose to appeal. If appealed, the grievance is then assigned to the staff member(s) responsible for addressing appeals and, upon response back to the inmate, that is the last level, and the inmate can no longer appeal.

There are agencies that choose to add more levels to the grievance/appeal process, and we accommodate that, as well. There is also a comment button that allows for staff to enter notes on the case along the

process; the inmate does not see these notes, but they are included with historical reports. Frequently used responses can be configured to help the staff enter the responses with better efficiency.

The inmate can review their old grievances at any time, without staff assistance.

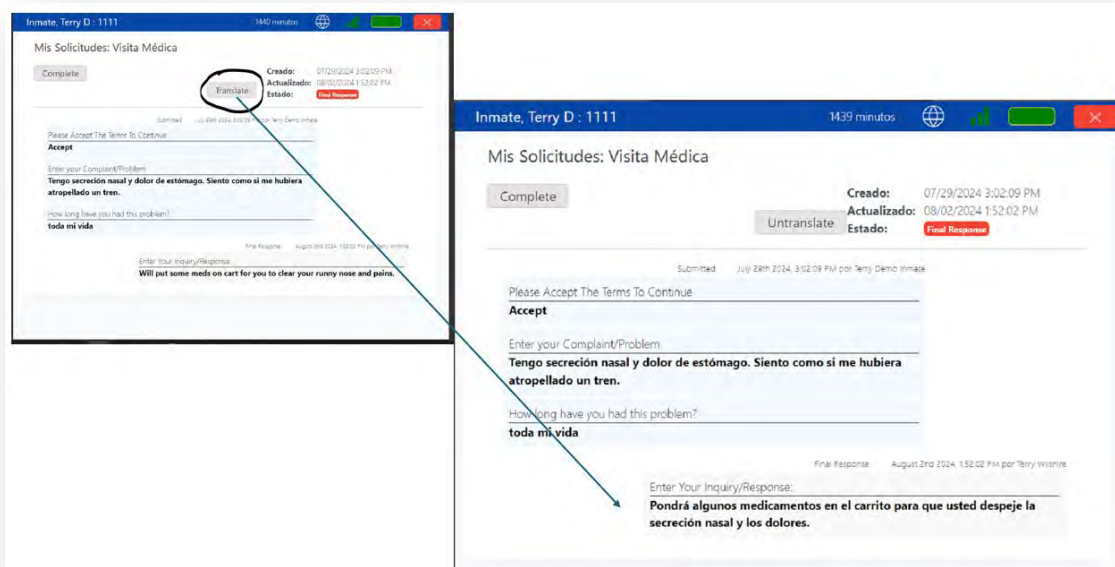
The screenshot shows a mobile application interface for 'My Requests: Grievance'. At the top, a blue header bar displays 'Wilson, Adam J : 1111', '1391 minutes', 'EN ES', '3:56 PM', and a green battery icon. Below the header, the title 'My Requests: Grievance' is centered. Underneath, there are two dropdown menus: 'Type:' with 'General Grievance Coweta' selected, and 'Status:' with 'Closed' selected. To the right of these is a blue 'Create' button. Below the filters is a table with three columns: 'DESCRIPTION', 'STATUS', and 'CREATED'. The table contains five rows of grievance data, each with a 'Closed' status button. At the bottom left, it says '5 Item(s)'.

DESCRIPTION	STATUS	CREATED
This issue is NOT GREIVABLE, please see your inmate handbook for reference.	Closed	2:30 PM
The Officer Saved your Life! This is not a Grievance, your submission is not sustained.	Closed	03/16/2023
this is our response	Closed	01/05/2023
Your grievance is being invstigated	Closed	12/08/2022
not greivable	Closed	12/22/2021

Translation of Grievances

Using the same functionality as THE BRIDGE Messaging App, Grievances can also offer a translation feature. THE BRIDGE translation engine **supports multiple languages**, and it auto-detects the language that is written. For example, if an inmate fills out their grievance or inquiry in Spanish, THE BRIDGE system will automatically detect that language and can translate it to English for the officer, if needed.

When the inmate receives the response from the officer in English, he/she will also have the option to automatically translate that message back into the native language that they initially used to submit the grievance.



Inmate Translating Officer Response Back into Native Language

PREA Reporting

THE BRIDGE PREA application offers confidential reporting configured to comply with PREA requirements. Inmates can be required to read a disclaimer acknowledgment and must answer specific questions to gather the necessary information. Our solution saves time, properly documents reports, and protects your County. As an added layer of security, system administrators can restrict which facility users can view and access a PREA notification request. Any time a PREA request is submitted by an inmate, the assigned facility users will receive an automatic notification to allow facility personnel to access and work on the request immediately after it is submitted.

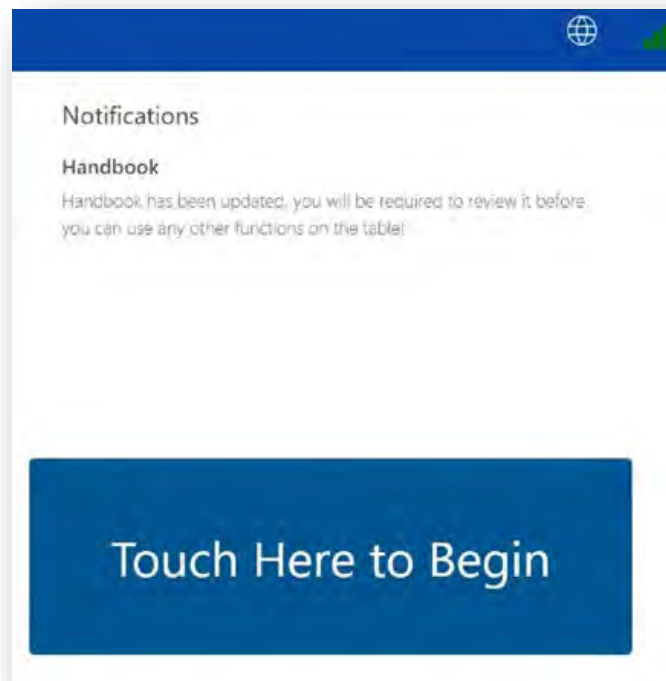
PREA Reporting modules are completely customized to meet the needs of the County's current policy and procedures. We provide customized workflows that we tailor to your policies and existing forms at no cost. Some features include:

- Provides a confidential way for inmates to report crimes and other situations
- Viewable only by a specific staff member or group
- Set as one way conversation to the assigned group and no history is retained on the inmates account in case of PIN theft or coercion.
- Sends automatic **notifications to assigned personnel**
- Allows for disclaimer acknowledgement to remind the inmate of your policy and procedure before allowing a PREA incident report to be filed.
- We can set specific mandatory questions throughout the process to ensure your staff get the information necessary (ex: Date, Location, Staff member informed, witness(s), etc.).
- The records are maintained through our system and available for reporting.
- Assigned persons must be an authorized user with the appropriate level of access.

Facility Notices

Bulletin Board

THE BRIDGE 8.0 supports a scrolling message board in which multiple broad area announcements can be deployed to the tablets. In addition, facility announcements can be configured as required. This feature requires the inmate to read and acknowledge receipt. Reporting is available to determine which inmates have responded and which have not. The required viewing is mandatory before the tablet can be used for any other function. The configuration supports the reading of the material once or each time login occurs. For example, during COVID-19, some facilities required inmates to read a hand-washing document each time they used the tablet. In addition to managing documents, the system also supports facility videos in the same manner. An officer may upload the document or video without help from Tech Support.



Notifications upon Inmate Log In

Facility Videos

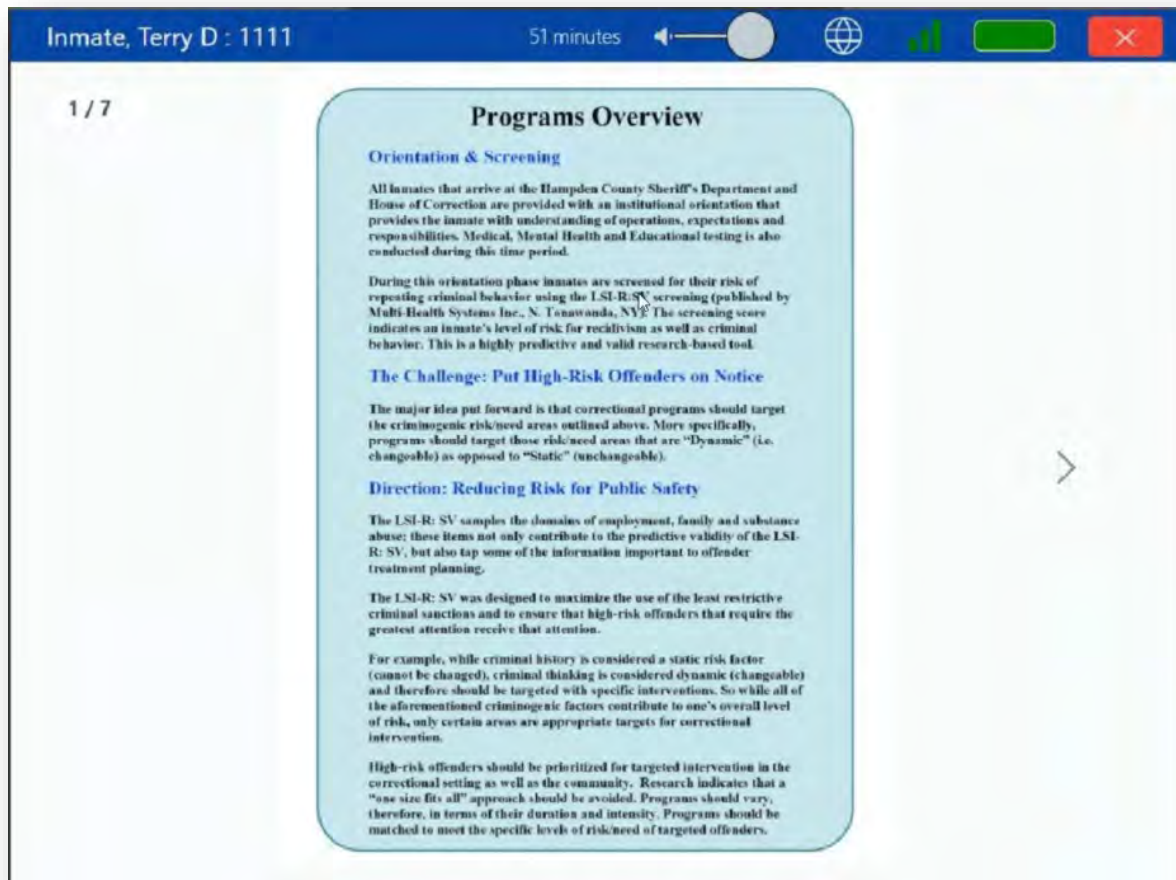
THE BRIDGE 8.0 offers an application for Facility Orientation/Information Videos, PREA (PREA recourse center standard or facility custom), or any other video you want your inmate to have access to. These videos can be set for mandatory or non-mandatory watching. If mandatory, the inmate must watch the video before they can access any other applications. If a mandatory video is updated, the system will automatically re-display when the inmate accesses the tablet. There are detailed records kept for documenting the watching of these videos, including showing who has not viewed any mandatory video.

Document Viewer

Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications, as well as educational information (such as PDF books), through our easy-to-use Document Viewer interface. Authorized facility staff can upload facility documents, or anything you want your inmates to have access to reading. These documents can be set at any one of these options for viewing:

- Non-Mandatory Viewing – Document is available anytime for viewing
- Mandatory Viewing – Requires the inmate to view the Document one time
- Mandatory Viewing Every Log-In – Requires the inmate to view the document every time the inmate logs in.

The system tracks each time the document is viewed. Facility personnel can run a report to show date and time of viewing. Reports can also be run for Mandatory documents that reflect who has not viewed the document. This report is very helpful for maintaining compliance with reading items like the Inmate Handbook.



- ✓ Real-time call data access through a secure portal.

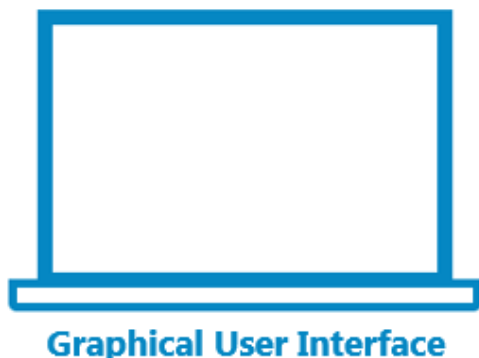
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with **immediate, real-time access** to historical call information throughout the contract term.

THE ENFORCER®

Graphical User Interface



THE ENFORCER is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER currently supports the use of modern browsers such as Microsoft Edge, Firefox, and Chrome for the performance of system administration and reporting functions.

THE ENFORCER is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER workstation. THE ENFORCER platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

THE ENFORCER's feature-rich GUI divides its tools by group into sections with tabs across the top of every screen allowing users to jump from tool to tool.



THE ENFORCER is also an “intelligent” application that adds links to the bottom of the page in use based on each user's current activity. For instance, if you are checking an inmate's call privileges, THE ENFORCER will generate a link directly to a Call Detail Report showing that inmate's calls at the bottom of your screen so that you don't have to open the Reporting tool and re-enter an inmate's PIN. Some sample screens are provided below.

Inmate Detail

100206 (SMITH, PAMELA)

General Information

Status	Last Name	First Name	Middle Name
Active ▼	SMITH	PAMELA	DAWN
ID	Location	Facility	Recorded Name
100206	BOOK	ICS Demo 01, TX ▼ Transfer	No Recording
PIN	Passcode		
	Edit	☐ Pin Reset ☐ TDD / VRS High Profile Edit	

Calling Rules

Free Calls	Allowed	Last Reset
☒ Enabled	2 Remaining: 2	11/23/2018
PANs Required	Max PANs Allowed	
☐ Enabled	Default: 20	
Station Group Restrictions		

Activity

Last Call

Attempt 11/24/2018 07:12:41
Reject 04/11/2019 11:31:56
Bad PIN 04/11/2019 11:31:56

Success 04/11/2019 11:31:56
Fail 11/24/2018 07:12:41

Last Activation 2019-04-04 10:18:19 **Last Release** 2018-11-24 08:05:45

Balances

Debit Acct
 \$0.00

Voice Verification

The Verifier Enabled ▼ **Status** Not Enrolled

Verification Stats

Attempt 0

Retry Request 0

Rejected 0

Class of Service

Current Class
 Normal

Alerts

☐ General Alert ☐ Attach Recordings

Suspensions

Inmate Account Screen from THE ENFORCER®

Select All Displayed CDRs

[Add Call Note](#)
[View Call Notes](#)
[Play Call Recording](#)
[View Inmate Profile](#)
[Sort Column](#)

Showing 1 to 100 of 7,369 entries

	Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN #	Start Time
☐			38219	MINERT	1-278-127-1512	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:20:15
☐			273191	PERRAULT	1-928-846-6426	Prepaid	Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93758	06/23/2014 09:20:43
☐			266243	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93784	06/23/2014 09:27:24
☐			273191	PERRAULT	1-928-846-6426	Prepaid	Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93758	06/23/2014 09:27:13
☐			273191	PERRAULT	1-928-846-6426	Prepaid	Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93773	06/23/2014 09:25:27
☐			273191	PERRAULT	1-928-846-6426	Prepaid	Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93773	06/23/2014 09:25:49
☐			366722	FULKERSON	1-928-330-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	93768	06/23/2014 09:23:33
☐			268824	MAKRE	1-928-706-3531	Prepaid	Intrastate	K-3	401	6:00	\$3.07	OK: call allowed	Normal	0	0	93759	06/23/2014 09:21:40
☐			265722	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93753	06/23/2014 09:19:40
☐			266244	FULKERSON	1-928-330-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93754	06/23/2014 09:18:43
☐			10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93728	06/23/2014 09:05:18
☐			10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	6:00	\$0.00	OK: call allowed	Max ring time	0	0	93727	06/23/2014 09:05:12

[Select Calls for Save, Copy, or Share](#)
[View List of Users Who Have Listened to Call](#)
[Look Up Called Party Name/Address](#)
[View Call Log](#)

Call Detail Results Screen from THE ENFORCER®

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 07/11/2017 13:33 By: bclark

Name: Bailey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State:

ZIP:

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail: ☐

Features

None

Edit Features

Edit Alerts

Not Blocked

Facility

Security

Agent

Keypad

Soft Blk

One Call

Accounting

OMS Block

ICS Block

Global Number Edit screen from THE ENFORCER®

- ✓ Fraud detection and AI-based monitoring.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Fraud Detection & Prevention

THE ENFORCER monitors all calls and prohibits inmate fraud at every step of the call process. THE ENFORCER provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.
- **Random Voice Overlays:** THE ENFORCER can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the County, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays indicate where the call originated. Any inappropriate calls can be easily reported to County personnel.
- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **Extra Digits Dialed:** THE ENFORCER is configured to disable the inmate phone keypad once the call is connected to the destination number. The system does not enable the inmate or the called party to dial extra digits after the call has been accepted. Upon termination of each call,

the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to “chain dial” at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - o flag the call for investigation;
 - o flag the call for investigation, and play a warning message to the inmate and called party; or
 - o flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

THE ENFORCER monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

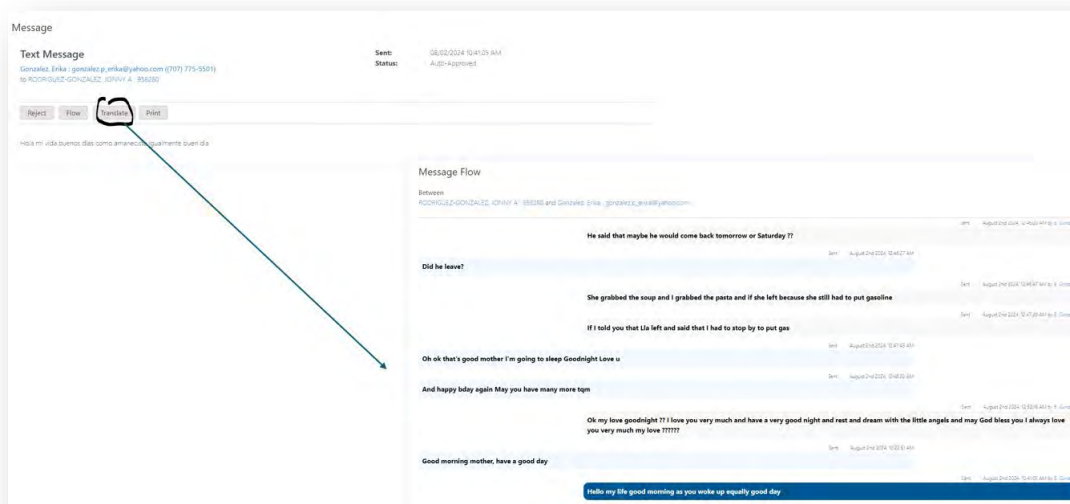
Transcription & Translation – with AI-Powered Conversation Summary

Our proposal includes transcription and translation for all inmate communications – calls, visits, email & grievances – at no cost to the County.

Our Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of phone call and visitation recordings** the moment they are completed. In addition, translation into multiple languages – with automatic language detection – is available on all forms of communication, including call and visitation recordings, email/text messages, and even inmate grievances.

Using the translation module for grievances allows an inmate and an officer to understand each other, even if they are writing their submissions and responses in different native languages.

If a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.



Translating an Email Chain

AI-Powered Conversation Summary

As part of the transcription service described above, our BRIDGE system includes an Artificial Intelligence (AI)-powered summary feature!

The Conversation Summary tool uses AI to analyze the transcript of each conversation and create a summary of what was discussed. With this unique capability, investigators will be able to get a general idea of what a visit or call was about, at which time they can decide whether they need to investigate further.

This will save hours of time, as investigators can more easily the conversations they wish to play back, rather than listen to every visit and call in its entirety or read the full transcripts.

Our AI-Powered Conversation Summary is included at no cost to Webb County!

**Save Valuable Staff
Time with
Transcription &
AI Summary**



**For a 15-minute call,
it takes**

1 minute

**to read the AI summary,
5 minutes to read the
transcript, or 15
minutes to listen to
the entire call**

Additional Services

Apart from the basic services being requested by Webb County and as outlined in this RFP, County may require additional services to be performed by the selected service provider of the Inmate Phone Service System as mutually negotiated prior to execution of a service agreement between both parties subject to approval by the Webb County Commissioners Court.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Value-Added Services & System Enhancements

In addition to the standard features described in this proposal, ICSolutions is pleased to offer these additional services that help to increase the efficiency and investigative power of the correctional facilities we serve. These optional features and services are included at no cost to Webb County, with the exception of Inmate Health Monitoring and NoteActive.

- American Community Correction Institute (ACCI) Lifeskills
- Daystar Television Application
- Inmate Health Monitoring
- NoteActive
- LexisNexis Law Library
- Site Administrator
- Free Customized Reporting
- Mail Scanning
- Transcription & Translation
- LifeLyn Privileged Communications
- THE ANALYZER Link Analysis
- Call Analysis
- THE COMMUNICATOR Paperless Inmate Communications Portal

ACCI: Correctional Life Skills

ACCI (American Community Correction Institute)

is a national provider of evidence-based, cognitive-restructuring life skills programs for inmates. The self-directed, coach-supported model integrates easily into any correctional environment, empowering participants to build lasting change through practical cognitive-behavioral tools.

ACCI's approach is simple, flexible, and highly effective. Each course uses relatable stories, reflection-based activities, and guided cognitive restructuring to help participants recognize thinking errors, build emotional awareness, and practice healthier responses. Programs are **self-directed and supported by a pro-social coach**, allowing facilities to implement them even when staffing, space, or resources are limited.



ACCI Curriculum Highlights

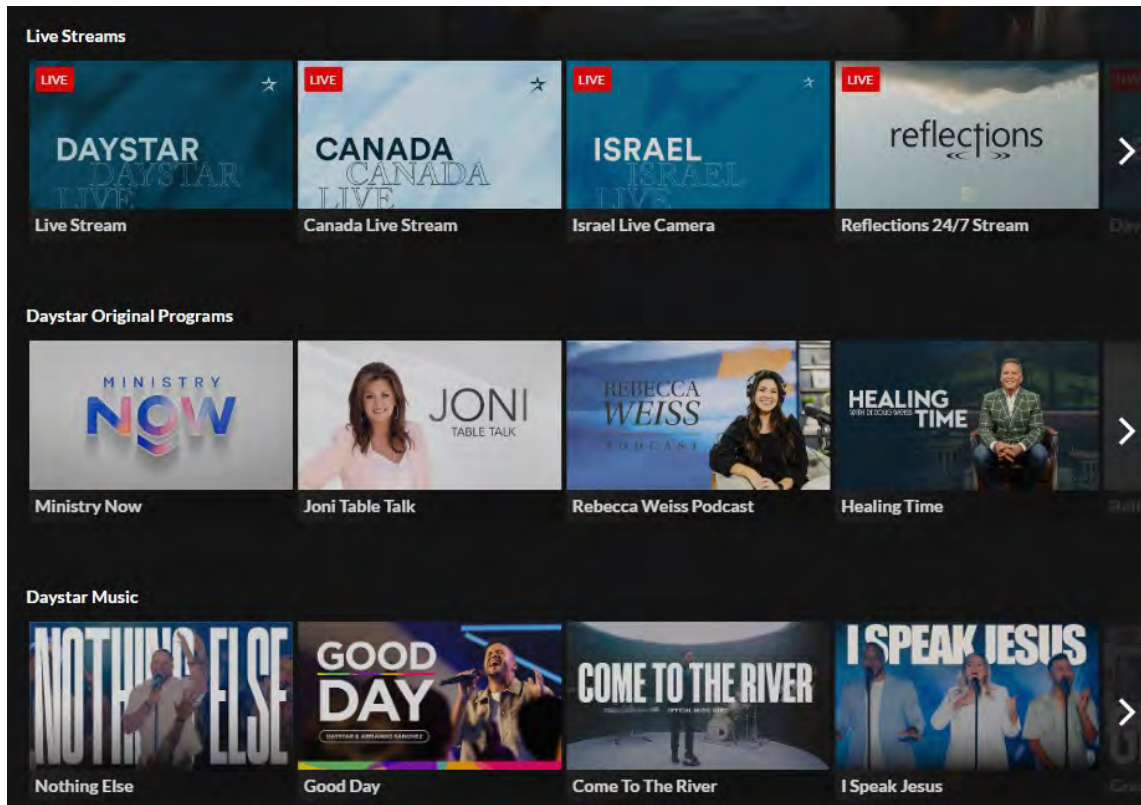
- Content focuses on empowerment and genuine self-discovery through questions and facilitated responses.
- Utilizing responsive content, the curriculum validates participants' efforts and issues and regards them as a person with tremendous potential.
- Courses incorporate **vicarious third-person stories** to reduce resistance and help participants see their experiences more objectively.

- All material works simultaneously in the **Cognitive Domain** (challenging thinking errors) and the **Affective Domain** (building empathy, confidence, and empowerment).
- Each course is designed to be completed with a **pro-social mentor**, leading to informal accountability, greater comprehension, personal conversations, role playing and stronger application of **new cognitive thinking skills**.

These elements create a curriculum that is both practical and transformative, equipping participants with the cognitive tools, personal insight, and support needed to make meaningful, lasting changes. ACCI's approach not only strengthens individual outcomes but also enhances facility culture, safety, and reentry success.

Daystar Television

At no cost to the County or to your inmates, ICSolutions can offer access to the Daystar Television application via the inmate tablets. Daystar offers thousands of live stream and on-demand Christian programs, including videos, music, podcasts, news, sermons, concerts, conferences, etc. Daystar is a Texas-based service, active since 2008, that has become a sought-after addition to tablet offerings.



Inmate Health Monitoring

If desired, ICSolutions can offer health monitoring devices. ICSolutions has researched multiple options for Health Monitoring, and we invite the County to select the option that best meets your needs. Pricing for each of these options is described in **SECTION 8: PRICE PROPOSAL SHEET**.

Cell Guardian

Cell-Guardian™ offers a revolutionary, non-invasive monitoring solution tailored to the unique demands of correctional facilities. By continuously tracking temperature and movement without direct contact, it improves inmate management while maintaining inmate privacy and accountability. The incident recording feature records clear footage when incidents occur, providing evidence for legal protection and operational accountability. Cell-Guardian's sensors gather comprehensive data for machine learning algorithms, enabling predictive analytics to aid correctional staff in preemptively identifying and addressing potential security issues in inmates. This advanced system facilitates a proactive approach to prison management, enhancing safety and operational efficiency.

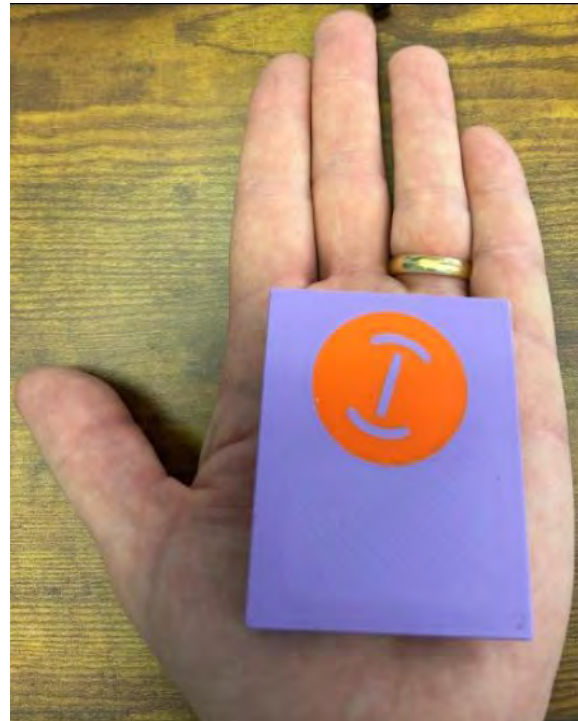


- Zero-Touch Monitoring – Monitor an inmate's condition without physical interaction on wearable devices.
- Incident Recorder – Time-stamped video and data logging provides evidence for legal protection and operational accountability.
- Custom Alerts – Receive notification alerts when an unexpected activity occurs, such as a fall.
- Live Video and Audio – Video, thermal and audio feeds provide additional data.
- Durable & Reliable Design – Water-resistant, tamper-resistant sensor unit can be securely mounted on walls or ceilings.
- Secure Access – Accessible via a secure browser, it requires no extra software and supports power-over-ethernet for reliability.
- Continuous Live Monitoring – real-time, constant vital signs and movement tracking ensures safety.

IntegrityQ

This cutting-edge Life Detection System leverages advanced 60 GHz radar technology and proprietary software to deliver unparalleled, non-contact monitoring of detainees and occupants – providing millimeter-accurate movement and vital sign detection in real time, enhancing safety, operational efficiency, and liability reduction across a wide range of critical environments.

- Constant monitoring and alerts on presence, movement/speed/location, heart rate, and respirations
- Supplements coverage, reducing liability, and assist in early detection – life saving measures when seconds matter!
- No physical interaction or wearable device required – mobile or mounted housing
- Proactive response to potential health issues, gaining crucial time to intervene
- Fully customizable vital sign thresholds and status notifications
- Eliminates the need to disturb detainees or visually check for breathing
- Enhances confidence and reduces liability through vigilant, proactive oversight
- Immediate follow-up after any adverse incident, improving outcomes



60 GHz is superior for human life detection in short-range, high-accuracy scenarios due to its higher resolution, reduced interference, and precise motion detection capabilities. For applications like disaster response, medical monitoring, and indoor security, 60 GHz stands out as a superior option.

4Sight

4Sight Labs offers a wearable device option with its OverWatch™ bracelet. OverWatch is a wearable biometric monitoring platform designed to detect early signs of physiological deterioration. It provides continuous tracking of heart rate, oxygen saturation (SpO₂), skin and ambient temperature, and movement—enabling early identification of clinical concerns and timely staff intervention to prevent adverse health events. 4Sight Labs recognizes the unique operational challenges of the correctional environment, including the need for continuous health monitoring across diverse housing units and medical tiers. Our team will coordinate closely with staff to align the OverWatch deployment with all internal security, IT, and healthcare policies.

- **Real-time biometric monitoring** of vital signs (heart rate, blood oxygen, body temperature) and inmate activity to support health, wellness, and safety
- **Automated intelligent alerts** triggered when biometric readings fall outside clinically significant thresholds, ensuring timely staff response
- **Centralized dashboards and reporting tools** that give correctional, medical, and administrative staff a clear, real-time view of the inmate population
- **Seamless integration** with the jail management system, ensuring secure data transmission and maintaining audit trails
- **Turnkey deployment model** includes hardware delivery, gateway installation support, integration, onboarding, staff training, and transition to operations and maintenance
- **Ongoing support and maintenance**, including software updates and 24/7 technical assistance to ensure continuous reliability

OverWatch has been successfully deployed across multiple correctional environments, where it has enhanced visibility into inmate health status, improved staff response times, and contributed to safer outcomes. Built for reliability, scalability, and frontline usability, the system aligns directly with the County's efforts to provide safe, secure, and humane detention while reducing risk for staff and the facility.

One router connects to 50+ sensors and easily scales to cover an entire facility. Each sensor stores personal identification data that is easily transferable between agencies. The device connects wirelessly over hundreds of feet, even through steel and concrete.



NoteActive

At the County's option, ICSolutions can offer the NoteActive solution for officer rounds and inmate activity tracking. For pricing details, refer to [SECTION 8: PRICE PROPOSAL SHEET](#).

NoteActive is a comprehensive digital notes and documentation platform purpose-built for the corrections industry, designed to streamline operations, bolster compliance, and drive efficiency at every touchpoint. With longstanding pressures to ensure accurate reporting, meet compliance mandates, and

maintain the highest standards of accountability, correctional facilities require solutions that are both secure and adaptable. NoteActive meets these challenges with robust cloud-based documentation tools that support real-time data entry and seamless communication across your entire team.

Core features of NoteActive include intuitive note-taking interfaces, customizable templates for incident and shift reports, and advanced search functionalities that make it easy to access documentation of specific events and actions. Integrated audit trails and automated reminders help staff maintain up-to-date, compliant records, significantly reducing risk by supporting compliance standards. Built-in analytics offer operational insights, while powerful search tools save substantial time in future investigations or audits by providing easy to search documentation and evidence.

Choosing NoteActive empowers corrections professionals with improved accuracy, faster workflows, and reduced administrative burden. Risk is lowered through automated compliance tracking, secure and standardized documentation, while staff gain peace of mind knowing that evidence and records can be retrieved instantly when questions arise. NoteActive transforms documentation from a daily challenge into a strategic advantage for facilities focused on safety, accountability, and long-term operational success.

Benefits

Our simple-to-use note system improves efficiency, streamlines processes, and reduces risk.

Reduce Risk

NoteActive adds robust compliance and documentation that is easily searched and downloaded for future verification.

Simple To Use

For us, simple is smart. Everything we do is designed to be easy to use and easy to access.

Ensure Compliance

Our digital solution means the accredited standard is in place, followed, and documented.

Robust Reporting

Have full visibility into your operation with our easy-to-use and customizable reporting features.

Improve Efficiencies

Our one-touch solution makes it fast and easy for your officers to capture compliant and accurate notes.

No Future Software Costs, Ever!

Our pledge is to never charge our partners for future software updates. You have our word.

Digital Log Note Screen

The ease of a trusted notebook, with the power of digital efficiency – our app streamlines correctional record-keeping with a familiar, intuitive design for fast and easy access to logs and notes.

- **Change text color and highlight the note:** NoteActive allows the user to change the text color and highlight the note by selecting the **TEXT COLOR** and the **HIGHLIGHTER** options from the circular menu respectively.
- **Camera based photos and videos:** You can capture and upload a photo or a video by selecting the camera option from the circular menu.
- **Electronic forms:** You can save an electronic form with all the filled details in the NoteActive system by selecting the “Forms” option, filling in the details and saving the required form.
- **Tags for specific individuals:** You can tag specific individuals (users or inmates) by selecting the **USERS** or **TAGS** options respectively and tag them to your note entry.
- **Comment on existing notes:** NoteActive allows the user to comment on an existing note by selecting **COMMENTS** and entering and saving the desired comment.
- **Late Entry:** The user can enter and save a late entry by selecting the note and choosing a backdated time to save that note entry.
- **Striking off an existing note:** Though a saved note entry cannot be deleted, you can ‘Strike Off’ a note entry by selecting the **STRIKE** option.



Active Notes

One-touch, preloaded content – bringing accuracy and ease straight to your staff’s fingertips. To save time on the floor, our configurable solution launches standardized notes and logs with a single click – capturing every entry instantly.

Logged Notes

Document and add tags to multiple events or observations simultaneously. Using multiple ActiveNotes in real time, staff can log responsibilities seamlessly, boost accountability, and ease shift transitions – while tagging users, inmates, and locations for added context. ActiveNotes enables seamless handoff – outgoing officers log duties, incoming officers confirm task completion and assume responsibility, all in one tagged, contextual note.

Officer Rounds

Document and add tags to multiple events or observations simultaneously. Officer can document rounds and critical processes to eliminate manual documentation while minimizing risk, errors, and omissions.

Officers scan tags placed throughout the facility to verify their completed rounds. The data is automatically recorded and timestamped, providing an indisputable digital trail.



Tasks & Notifications

Enhancing Accountability & Enabling Swift Response – NoteActive empowers institutions to uphold critical protocols through intelligent task scheduling and targeted notifications. Its robust system supports perpetual tasks for high-risk scenarios like suicide and fire watches, ensuring timely action and continuous oversight.

Automated Recurring Tasks Scheduling – Intelligently manage recurring tasks, sending pre-emptive notifications to shift supervisors if any tasks are missed or left incomplete.

Smart Configurable Notifications – Ensure efficient incident management and resolution with easily customizable notifications that include relevant details such as the nature of the incident, location, and other key information.

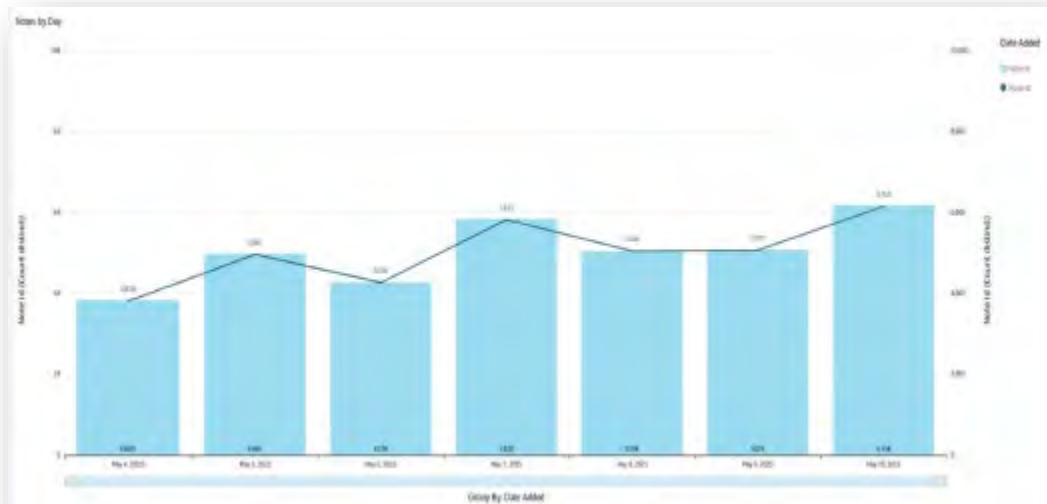
Inmate Roster

A comprehensive tool for tracking inmate movement and management in correctional facilities, NoteActive provides a centralized roster for tracking inmate movement and management – capturing demographics, booking, status, call-outs, risk, movement, out-of-cell time, denials, compliance, and secure ID (NFC/RFID, facial recognition). The system automates reporting, notifications, and elevated supervision protocols while also handling intake, discharge, and medication administration processes.

NoteActive Dashboard

Gain real-time insights into prison engagement with a configurable dashboard – track daily activity, note trends and tailor views by role to drive faster decisions and better oversight.





Note Active Dashboard

Out of Cell Time

Maintain meticulous records ensuring strict adherence to established protocols and regulations.

NoteActive's Out of Cell Time feature is designed to streamline the management and tracking of inmates throughout the facility. By enhancing the monitoring process, NoteActive empowers users to stay compliant effortlessly, minimizing the risk of violations and promoting a secure and well-organized correctional environment.

Reports

Searchable and shareable reports to drive compliance, accountability, and decision making.

NoteActive provides powerful and versatile reporting tailored to meet the unique needs of correctional facilities. Our reporting functionality features automated report generation that eliminates the need for manual data compilation, saving valuable time and resources while ensuring accuracy and consistency across reports.

Easily create fully customized reports incorporating relevant data fields, formatting options, and visualizations that provide clear and actionable insights into various aspects of your operations.

Door Sheet Report							
Offender Name: First Name		Room: Training Facility		Work Order: April 26, 2023			
Door Time at Initial Assignment:		Cell Assignment: 111-11		Phone:			
Manual Search:							
Task	Monday Time/Initials	Monday Time/Initials	Tuesday Time/Initials	Wednesday Time/Initials	Thursday Time/Initials	Friday Time/Initials	Saturday Time/Initials
Report to Work	07:15:00	06:00:00	07:15:00	06:00:00	07:15:00	07:15:00	06:00:00
Lunch Meal	12:00:00	12:00:00	12:00:00	12:00:00	12:00:00	12:00:00	12:00:00
Dinner Meal	05:45:00	06:45:00	05:45:00	05:45:00	05:45:00	05:45:00	06:00:00
Restroom Time-Out	NA	07:15:00 Cell Release	06:00:00 Cell Release	06:00:00 Cell Release 07:15:00 Cell Release Restroom	06:00:00 Cell Release	06:00:00 Cell Release	NA
	NA			06:00:00 Cell Release			NA
	NA	07:15:00 Cell Release	06:00:00 Cell Release	06:00:00 Cell Release	06:00:00 Cell Release	06:00:00 Cell Release	NA
	NA			06:00:00 Cell Release			NA
	NA						NA
	NA						NA
	NA						NA
	NA						NA
	NA						NA
	NA						NA
Restroom Time-In	NA						NA
Table Time-In	NA						NA
Table Time-Out	NA						NA
Out-of-Cell Program Start	NA						NA
Out-of-Cell Program End	NA						NA
Restroom Time-Out	NA						NA
Restroom Time-In	NA						NA
Meals Delivered	NA			06:00:00			NA
Meals Received	NA			06:00:00		06:00:00	NA
Meals/Plates (16-18)	NA		07:15:00	10:45:00			NA
Restroom (16-18)	NA		07:15:00	10:45:00			NA
Meals Count (16-18)	NA						NA
Offender				111-11-11	111-11-11		
Meals							
Meals		06:00:00	06:00:00	06:00:00	06:00:00	06:00:00	

Sample Door Sheet Report

Lexis Nexis Law Library

ICSolutions offer includes the Lexis Nexis law library subscription, accessible via the inmate tablets and kiosks, at no cost to the County or inmates. Lexis Nexis delivers both simple and complex searching of Federal and State case law, statutes, and administrative law. This would eliminate the need to transport an inmate to a dedicated terminal to search the database.



Extensive Law Library
Resources

The LexisNexis integrated inmate law library solution assists facilities in compliance with state mandates and provides inmates with a secure, thorough, and compliant library collection. The LexisNexis online law library features multi-layered security, easy-to-use search and navigation features, automatic updates, restricted searching and hyperlinking (whereby external links have been removed from sources), and more. The LexisNexis law library includes federal and state cases with summaries, headnotes, and analysis, as well as statutes and court rules and leading treatises to assist inmates in their research.

Site Administrator

Our proposal includes a dedicated Site Administrator/Technician stationed onsite. This ICSolutions-provided Site Administrator / Technician will be subject to County approval and fully certified on all ICSolutions products and services including phones, video visitation, and tablets.

Responsibilities for this position can include but are not limited to:

- Assist with administrative, maintenance, and investigative tasks as assigned
- Regularly inspect & maintain all onsite equipment

- Assist with system administration, such as PIN management, running reports, burning recordings to CD, etc. as desired by the County
- Assist visitors with video visitation enrollment and scheduling
- Assist with tablet setup, maintenance, and solution management
 - Configure tablets for deployment
 - Manage the tablet inventory & RMA process
 - Regularly clean & inspect tablets
 - Perform any tablet repairs that can be made onsite
 - Maintain & repair tablet infrastructure, including charging stations
 - Receive, review, & investigate complaints from inmates
- Respond immediately to onsite repair requests
- Testify in court proceedings, as needed

Site administrators, local technicians, and subcontractors are fully trained onsite each facility's exact equipment, software, and system configurations.

Free Customized Reporting

THE ENFORCER system provides centralized reporting capabilities, allowing County users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

Additionally, an authorized user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need.

Although it's easy to define your own report parameters in THE ENFORCER, **ICSolutions is happy to assist by creating any new, customized reports that are desired**, at no cost to the County.

Call detail records are stored on the system hard disks for the entire contract duration to provide immediate access to historical call information throughout the contract term.

Furthermore, THE ENFORCER allows authorized users to run reports on a pre-defined schedule that are **emailed automatically** to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. Report files can be sent to multiple email addresses in either PDF or Excel format. THE ENFORCER generates the report according to selectable criteria specified in the REPORT SCHEDULING window, including:

- Report recipient email address
- Time of day report is sent
- One or more selected months
- One or more selected days of the week (e.g., every Monday)
- One or more selected calendar days in a month for the selected months
- Start date to begin receiving the report
- Stop date to cancel the scheduled report (and clear its pre-defined schedule)

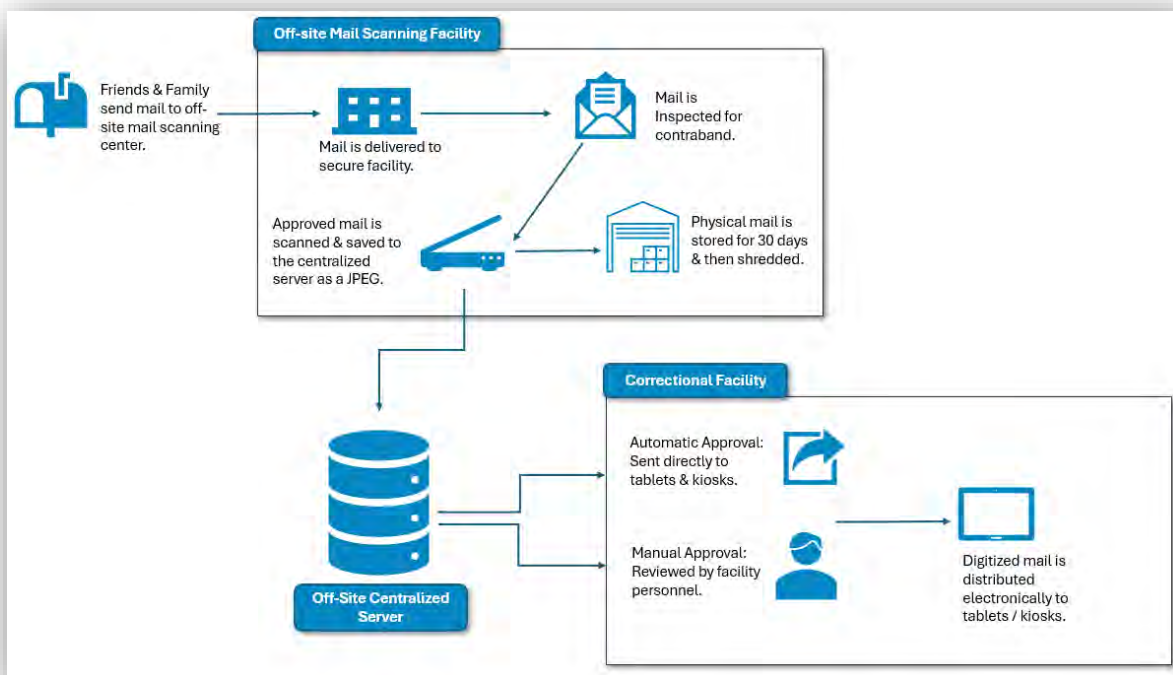
- Output format for the report (PDF file or CSV file)

Both standard and customized reports will be provided to County at no cost throughout the life of the contract.

Mail Scanning

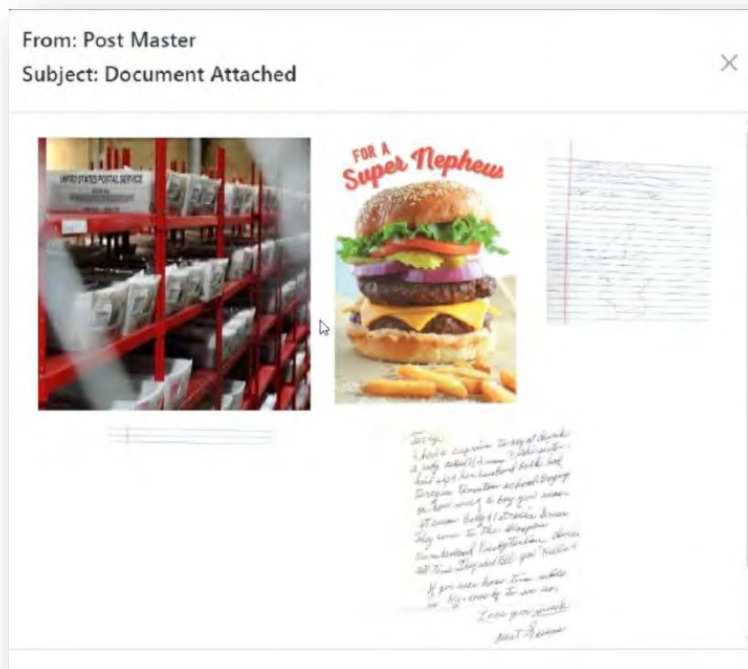
ICSolutions' offer includes an offsite mail scanning solution, whereby all non-privileged mail is directed to our scanning center, where our staff digitize it and assign it to the correct inmate. There are no facility staff involved in this mail scanning process. Alternatively, if preferred by the agency, we can provide a scanner to enable facility staff to scan mail into the system onsite. **There is no cost to the agency for either option.** Scanned mail will be accessible to the assigned inmate using any tablet or kiosk.

ICSolutions offers multiple options for scanned mail delivery, which can include delivery requiring Full Manual approval or Automatic delivery whereby mail is delivered automatically with no approval required. THE BRIDGE offers configurable settings for rejections, reassignment options, rejections, and acknowledgements from inmates each time they access the scanned mail.



Questions/Information for Facility		
Type of Scanning: ☐ On Site (By Facility Personnel) ☐ Off Site (By TF Personnel)		
How should Scanned Mail be handled: ☐ Hold all Scanned Mail in a Queue for review (<i>Full Manual</i>) ☐ Pass Scanned Mail through filter. Deliver if passed, hold in Queue for review if failed (<i>Manually Approve Flagged</i>) What level of sensitivity on the Filter: ☐ Possible (Least Restrictive) ☐ Unlikely (Average) ☐ Very Unlikely (Most Restrictive) ☐ Deliver all Scanned Mail to Inmates without further screening (<i>No Review</i>)		
If Scanned Mail is being held in a Queue for approval, what User Group will be responsible for Reviewing Mail:		
Require Reasons to be specified if Mail is Rejected: ☐ Yes ☐ No	Standard Reject Reasons: • Nudity • Inappropriate Language • Drug-Related • Violence-Related • Prohibited Contact • Text in Image	Additional Reject Reasons Required:
Notify Inmate if Scanned Mail is Rejected: ☐ Yes ☐ No	Ability to generate a Rejection Notice if a piece of Physical Mail is not scanned (On Site scanning only): ☐ Yes ☐ No	
If notification is required for Scanned Mail rejection or Rejection Notice, provide wording of message to Inmate: Sample: "An item of Mail has not been delivered to you. The reason that it has not been delivered is [RejectReason]."		
If additional Rejected Mail Disclaimer is required if Physical Mail is not scanned, provide wording of message to Inmate (On site scanning only): Sample: "You have 7 days to file an appeal of this decision using the Grievance process."		
Require the ability to Reassign Scanned Mail to other Users: ☐ Yes ☐ No	If Reassign is requested, what Users/Groups should be included in Reassign List:	
Require Inmate to Acknowledge a Disclaimer when opening E-mail inbox if unread Scanned Mail is present: ☐ Yes ☐ No	Provide wording if Disclaimer is required:	
How long should Inmates scanned mail remain in their inbox after they have read it (Default value is 14 days). If the value is set too high, it can cause slowness when loading the inbox on Kiosks or Tablets.		

All scanned mail is handled within the same platform as our secure messaging attachments. Authorized users can search for all scanned mail from a specific inmate for a date range, and this can be saved as a PDF or printed as a report. Just as in our secure messaging, we have alerts that send out email message to users when a specific inmate receives scanned mail.



Sample Scanned Mail in Messaging App

We can deliver the scanned mail to the inmate without review, but future manual reviews can be implemented at any time, allowing authorized users to reject any item. Mail is processed every day as it is received, 5 days a week (excluding federal holidays). If Automatic Delivery is in place, scanned mail will be available for viewing on the tablets as soon as they are scanned.

Reports are available to authorized staff that show scanned mail status as it is scanned and delivered. It also includes information about when the inmate opens it or not.

Keyword search capabilities are available and completely configurable by the facility adding keyword and phrases. The County can put whatever keywords and phrases you would like, such as names, actions, objects, locations, etc.

Just like for messages and photos, inmates can have access to all of their Scanned Mail they received while in custody. The service is at no cost to the agency or former inmates. Messages, photos and scanned mail will be stored for the life of the contract, so inmates can access these files after release. This service is set up at the agency's authorization during initial set up. ICSolutions will provide instructions for the staff to give to inmates being released that details how to access the mail and messages.

Onsite Legal Mail Solution

Additionally, ICSolutions is offering an onsite mail scanning solution specifically for privileged legal mail. Our onsite legal mail solution fully complies with the confidentiality requirements for privileged mail management.

To enable this solution, ICSolutions will provide a printer/scanner, shredder, and monitor mounted to a rolling cart, which facility staff (or the ICSolutions-provided Site Administrator) can bring to the inmate to

allow the inmate to open and scan the mail in the officer's presence. The inmate will also be required to login to THE BRIDGE tablet/kiosk system as part of the mail scanning process to verify that he/she was present.



The officer will provide the inmate with a copy of their scanned mail – or, if LifeLyn is deployed, the officer can assign the file to the correct inmate for retrieval via the tablet – and then they will shred or archive the original mail piece, according to the County's policy. This process will prevent any mail-based contraband in the original mail piece from being retained in the housing area.

This solution ensures full compliance with confidentiality regulations, while simplifying the mail process for the facility. And this process streamlines mail delivery and distribution, making it faster and easier for all involved.

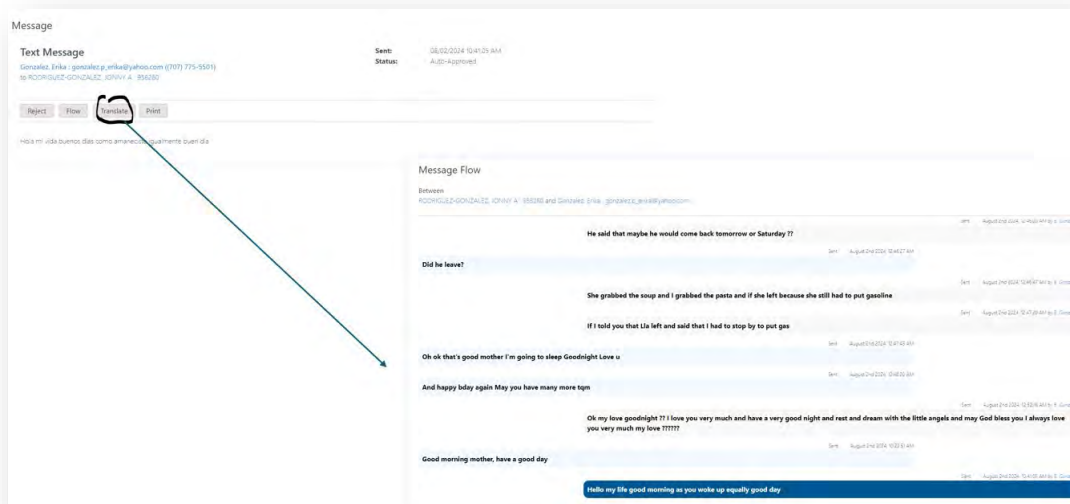
Transcription & Translation

Our proposal includes transcription and translation for all inmate communications – calls, visits, email & grievances – at no cost to the County.

Our Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of phone call and visitation recordings** the moment they are completed. In addition, translation into multiple languages – with automatic language detection – is available on all forms of communication, including call and visitation recordings, email/text messages, and even inmate grievances.

Using the translation module for grievances allows an inmate and an officer to understand each other, even if they are writing their submissions and responses in different native languages.

If a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.



Translating an Email Chain

AI-Powered Conversation Summary

As part of the transcription service described above, our BRIDGE system includes an Artificial Intelligence (AI)-powered summary feature!

The Conversation Summary tool uses AI to analyze the transcript of each conversation and create a summary of what was discussed. With this unique capability, investigators will be able to get a general idea of what a visit or call was about, at which time they can decide whether they need to investigate further.

This will save hours of time, as investigators can more easily the conversations they wish to play back, rather than listen to every visit and call in its entirety or read the full transcripts.

Our AI-Powered Conversation Summary is included at no cost to Webb County!

LifeLyn Privileged Communications

ICSolutions offers LifeLyn as an optional, highly secure communications platform for privileged interactions between inmates and approved professionals – such as attorneys, public defenders, or medical personnel. While tablets offer similar features, LifeLyn provides true separation and enhanced security for privileged communications. Unlike standard tablet-based systems, LifeLyn operates through an independent, encrypted website, ensuring confidentiality outside agency-admin access.

**Save Valuable Staff
Time with
Transcription &
AI Summary**



**For a 15-minute call,
it takes**

1 minute

**to read the AI summary,
5 minutes to read the
transcript, or 15
minutes to listen to
the entire call**

Key Features

- **Dedicated Secure Portal:** Separate web-based platform for peace of mind.
- **Unique Security Layer:** Both parties enter a secondary passkey to access encrypted information.
- **Document Handling:** Send documents, enable **DocuSign**, and obtain signatures electronically.
- **Legal Mail Delivery:** Supports scanned legal mail delivery to inmate tablets (when onsite legal mail scanning is deployed).
- **Evidence Sharing:** Share privileged photos now, with privileged video sharing coming soon.

LifeLyn offers peace of mind for professionals by ensuring their communications remain outside of agency-controlled systems, with a secure environment and robust tools for sharing evidence and legal documents. It demonstrates a commitment to legal integrity and inmate rights – strengthening County reputation and trust.

The image shows a login interface for LifeLyn. At the top left is a circular profile picture placeholder. To its right is the 'LifeLyn™' logo. Below the logo are two input fields: 'Email' and 'Password'. To the right of the password field is a blue link that says 'Forgot Password?'. Below these fields is a large blue button with the word 'Login' in white. At the bottom center, there is a copyright notice: '© Tech Friends, Inc. 2025'.

Video Visits

Privileged users can schedule and conduct secure video meetings without having to travel to the facility.

Document & Photo Submission

Privileged users can upload and send documents, legal forms, and photos directly to the inmate.

Video File Submission – *Upcoming Feature*

Soon, privileged users will be able to share pre-recorded video messages or evidence securely.

Electronic Signatures via DocuSign

Documents sent directly to the inmate can be signed electronically by the inmate using the tablet or kiosk touchscreen. Signed documents are returned securely without the need for an in-person visit.



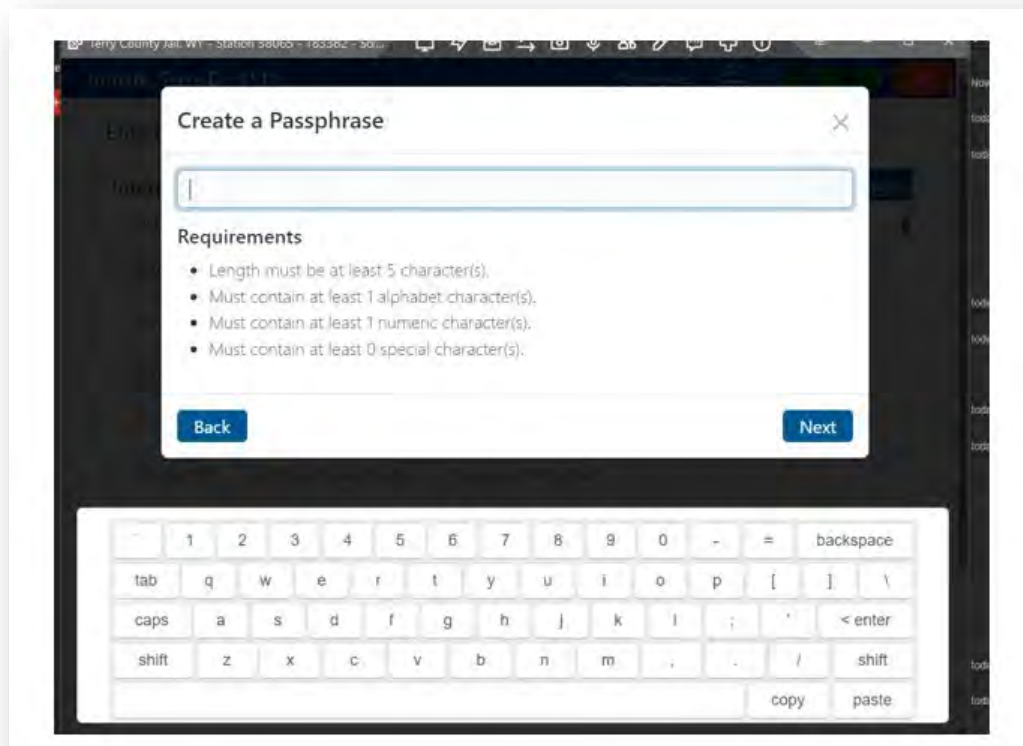
Link to DocuSign

A screenshot of a "Adopt Your Signature" form. The form asks to "Confirm your name, initials, and signature." It includes fields for "Full Name*" (containing "Jeremy") and "Initials*" (containing "J"). Below these are tabs for "SELECT STYLE", "DRAW", and "UPLOAD". The "SELECT STYLE" tab is active, showing a "PREVIEW" section with a "Signed by:" field containing a signature and a unique ID "6D977FA2F2A544F...", and an "Initial" field containing the letter "J". A "Change Style" link is next to the preview. At the bottom, there is a disclaimer: "By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts." and two buttons: "ADOPT AND SIGN" and "CANCEL".

Creating a Digital Signature

Security & Confidentiality

All communications through LifeLyn are encrypted, and never accessible by facility staff. All messages between the privileged user and the inmate are encrypted using a **Personal Encryption Key** – a unique passphrase created by both parties. This encryption is end-to-end, meaning messages can only be viewed after they are unlocked with their individual passphrase, ensuring that no one else can access the content. No audio, video, or document content is recorded. The system is compliant with attorney-client privilege requirements.



Secure Passphrase

Access & Login

LifeLyn requires users to register and be verified as a privileged user. Once verified, the professional will receive login credentials to access the platform through the dedicated LifeLyn privileged user website. The system can be used to request privileged status at other participating facilities, as well.

THE ANALYZER Link Analysis Tools

In order to bring the latest in intelligence gathering to clients using our calling and payment services, ICSolutions offers THE ANALYZER link analysis, our data mining solution specifically developed for our services.

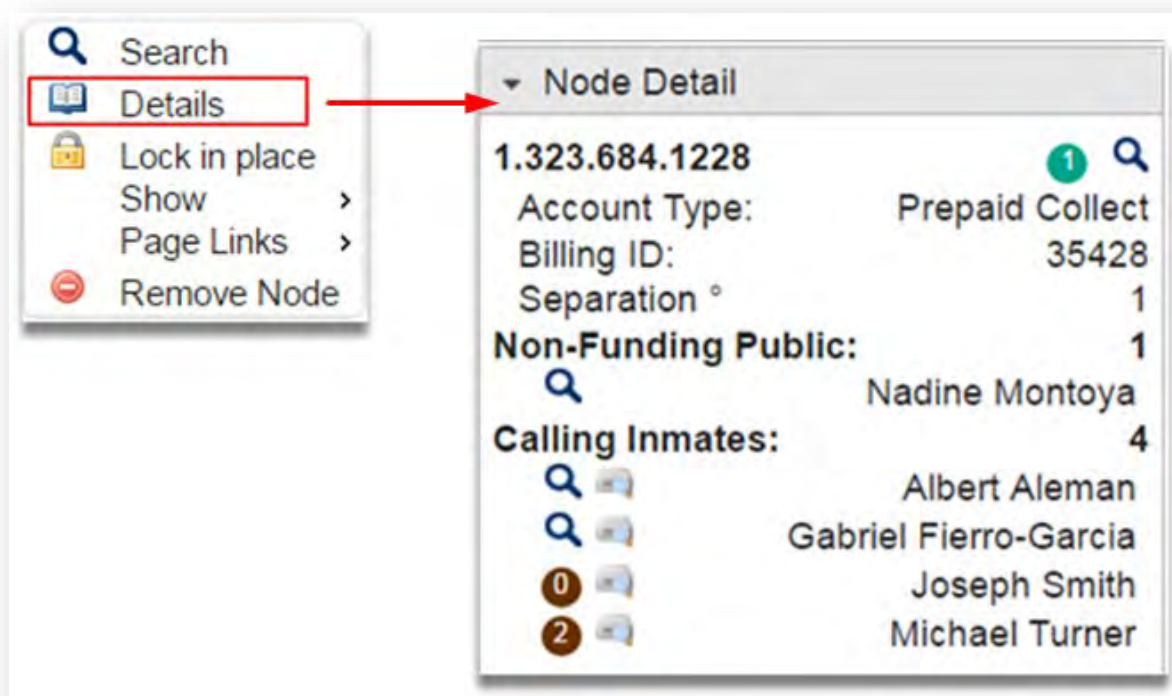
THE ANALYZER module is a powerful data mapping tool that enables you to graph complex data relationships based on inmate calling activity and account funding activity in THE ENFORCER, as well as visitation and messaging activity in THE BRIDGE tablet / video visitation system. The information displayed using THE ANALYZER can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER, conducting video visits, sending or receiving emails, and funding inmate or public user accounts.

Using THE ANALYZER, authorized staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when a public user interacts with one or more inmates through THE ENFORCER system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- Placing or receiving phone calls
- Scheduling or conducting remote video visitations
- Conducting face-to-face visits using the ICSolutions-provide visitation phones
- Sending or receiving emails
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as video or voice messaging

THE ANALYZER builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions prepaid account, Direct Billed account or a Payment account through a third party
- The name of a public user who funded an inmate's debit account or an ICSolutions prepaid account.



THE ANALYZER – Displaying Detail for a Specific Record

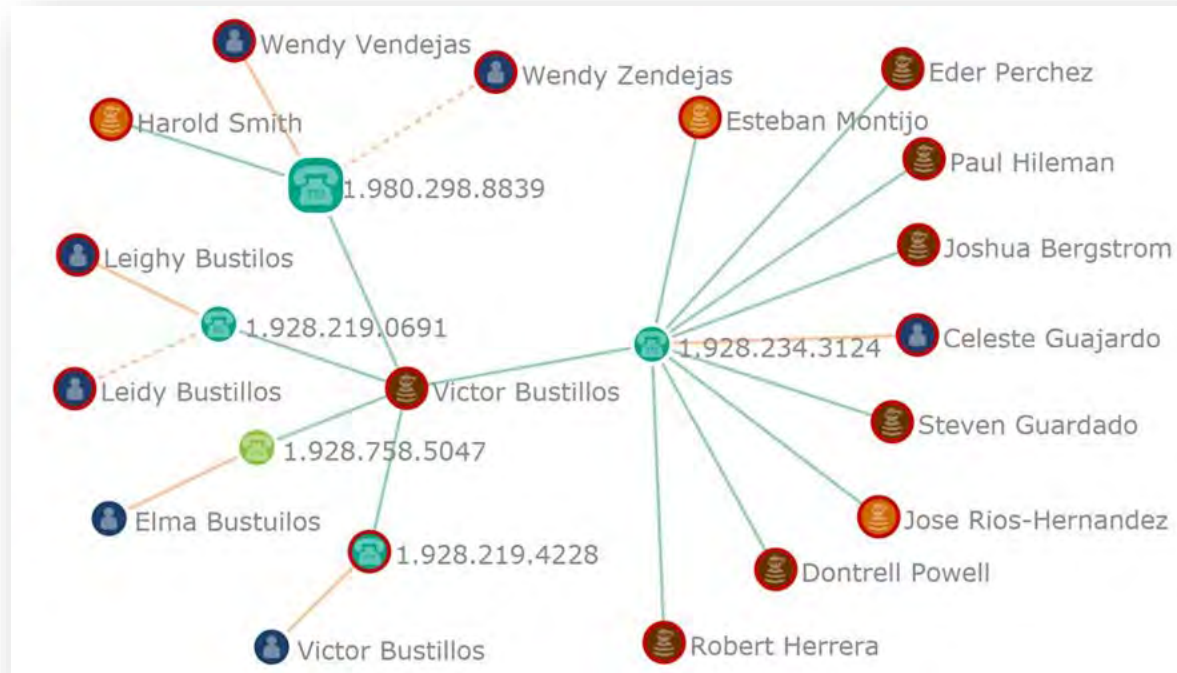
Key Features of THE ANALYZER

- County staff can explore important data using a dynamic visual map
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Since THE ANALYZER is a module that is fully integrated with THE ENFORCER, THE ANALYZER is entirely web-based. Authorized staff can use it from their own desktop or laptop computer, in addition to using onsite workstations

This tool will automatically be applied to all calling, video visitation, messaging and payment information. The County will have access to THE ANALYZER reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

THE ANALYZER Map

The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



THE ANALYZER Visual Map

THE ANALYZER builds and displays detailed “force graphs” based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among Nodes. Investigators may manipulate the data in THE ANALYZER Map by specifying any combination of search parameters:

- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically.
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified

- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span

The screenshot shows the 'Search Limits' dialog box with the following fields and annotations:

- Call Types**: A list box containing 'Debit', 'Debit card', 'Collect', 'Prepaid collect', and 'Free'. An annotation points to it: 'Modifies the search parameters to a specific call type(s)'.
- Deg. of Separation Search**: A dropdown menu set to '1'. An annotation points to it: 'Limits the minimum number of degrees (or relationships) separating the Primary Node from other Nodes included and graphed in the automated search.'
- Min. Distinct Inmates**: A dropdown menu set to '2'. An annotation points to it: 'Modifies the minimum number of inmates to have called a phone (unless that phone has been called *and* is also associated with a public user) to be included and graphed in the automated search and graph.'
- Completed Calls Only**: A checkbox that is checked. An annotation points to it: 'Enable/disable the parameter to only include completed calls and completed visits.'
- Date Range**: Two date pickers showing '10/13/2016' and '04/13/2017'. An annotation points to the range: 'Specify the date range to begin and end the search (default time for start is midnight and for the end is 11:59:59)'.
- A **Search** button is at the bottom.

Sample Search Criteria

Group/Gang Affiliations in THE ANALYZER

Using THE ANALYZER Link Analysis tool, authorized users may search by Gang if THE ENFORCER is integrated with a Jail Management System (JMS) feed that provides gang information. When the **ENABLE GROUPING/GANGS** check box has been selected, THE ANALYZER graph will automatically rearrange the Nodes into groups/gangs, if this information is available.

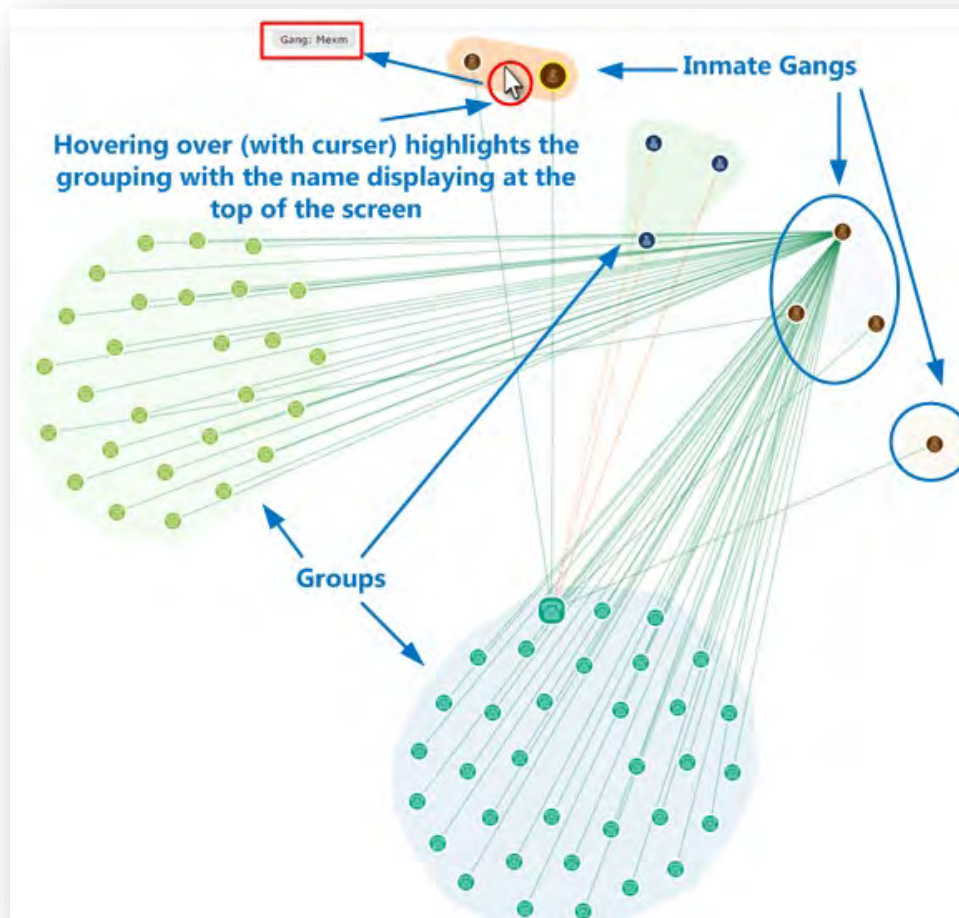
The screenshot shows the 'Graph' dialog box with the following field:

- Enable Grouping/Gangs**: A checkbox that is checked.

Enable Group/Gangs Checkbox

The following example illustrates how THE ANALYZER adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Graph with Grouping/Gangs Feature Enabled

Call Analysis

Our unique **CALL ANALYSIS** feature allows authorized users to quickly view a snapshot of the call history for a selected inmate or called phone number, as well as instances where multiple inmates have called the same phone number. And, as an added convenience, users may link directly from the **CALL ANALYSIS** search results to **THE ANALYZER**, our calling pattern analysis tool that allows authorized County staff to search varying degrees of separation in order to establish links among inmates and public users.

To run a query in the **CALL ANALYSIS** tab, users simply enter the inmate name, inmate ID, or phone number and the date range they want to search. Users can also exclude specific categories or set a minimum number of inmates or sites. For example, if you enter the number 10 in the **MIN INMATES** field, the results will show only events where a minimum of 10 inmates called the same number. For multi-site accounts, you can limit results to show only those affecting two or more sites. Search results can be printed or exported to Excel.

In the example below, a search by inmate ID returned the following list of phone numbers that were called by Inmate 1127 within the specified date range. The information in the **USAGE** column tells us about other calling events to each of those phone numbers in the same date range:

Call Analysis		
Inc	1127	Search
		Clear
Date R	04/06/2020	04/06/2021
		More Search Criteria
Export	Print	Hide All Usage
		Expand All Usage
Showing 1 to 10 of 21 entries		
Previous 1 2 3 Next		
Action	Phone	Usage
	000	24 Inmates 1 Site
	1-205-234-8620	2 Inmates 1 Site
	1-205-994-4882	4 Inmates 1 Site
	1-251-978-0445	2 Inmates 1 Site
	1-256-200-1283	19 Inmates 1 Site
	1-256-224-9102	11 Inmates 1 Site
	1-256-298-5082	2 Inmates 1 Site
	1-256-338-1952	3 Inmates 1 Site
	1-256-338-9316	5 Inmates 1 Site
	1-256-466-2883	2 Inmates 1 Site

Call Analysis – Inmate ID Search Results

In the results above, the USAGE for PHONE 205-994-4882 shows 4 INMATES 1 SITE, which means this number was called by four different inmates (Inmate 1127, plus three others), all of whom were housed at the same correctional facility.

Clicking the USAGE data will drill down into more information about this data. For example, clicking 4 INMATES 1 SITE next to 205-994-4882 reveals additional details about the four inmates who placed calls to this number, including the inmate ID's and names, their housing locations, and how many calls each inmate attempted and completed:

1-205-994-4882		Less				
Action	Inmate ID	Inmate Name	Location	Site	Calls	Attempts
	1127	DAVID BROWN	G DORM	ICS Demo 01, TX	2	3
	3112	TRAVIS EVANS	G DORM	ICS Demo 01, TX	1	3
	9311	DANIEL HAYS	G DORM	ICS Demo 01, TX	1	4
	2957	JOHNNY SWANN	G DORM	ICS Demo 01, TX	0	2

Call Analysis – Usage Details

Icons in the Action column enable the user to drill down further. Clicking the Magnifier icon will display all associated call records and recordings. Clicking the  icon will open The Analyzer to learn more about calling patterns, links, and degrees of separation among the various inmates and called parties related to these search results. Clicking the Binoculars icon opens the Reverse Directory to show the map view and address associated with the called number.

THE COMMUNICATOR™ Paperless Inmate Communications Portal

THE COMMUNICATOR eliminates the need for correctional facilities to handle and process paper kites – even when phones are the only communication equipment accessible to an inmate.

With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

The Communicator

New Cancel Save

Key	Category	English Prompt	Spanish Prompt
1	Inmate Telephone Requests	Report Inmate Telephone Issues	Informe del Interno Problemas telefónicos

Parent: --none--

Duration: 30

☐ Response Disabled ☐ PREA

Available to role: All Roles

All Sites

All Sites

All Sites

Create New Prompt

Include

Date Ranges

Showing 1 to 7 of 7 entries

+	Action	CSN	Category	Inmate	Site	Submitted	Reviewed	Responded	Elapsed	Listened	Actual Time	Score
☐	Reply	118129041	Inmate Telephone Requests	318129041	ton	02/28/2024 16:51:45					00:00:16	5.72
☐	Reply	118020143	Inmate Telephone Requests	318020143	ton	02/19/2024 21:32:08	02/23/2024 08:50:23 jemigh				00:00:12	2.56
☐	Reply	117931511	Inmate Telephone Requests	317931511	s	02/14/2024 14:42:28					00:00:09	3.00
☐	Reply	117931173	Inmate Telephone Requests	317931173	ton	02/14/2024 14:20:22	02/23/2024 08:50:44 jemigh				00:00:24	5.04

THE COMMUNICATOR Message screen

Depending upon the type of inmate report, the appropriate facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into THE ENFORCER, and the response will be delivered to a secure voice mailbox for inmate retrieval.

THE COMMUNICATOR is a standard part of The ENFORCER calling system and is provided at no cost to Webb County.

Right of Negotiation: Under the direction of the Webb County Commissioners court, discussions may be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award. Offerors must be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and revisions may be permitted after submission and before award for the purpose of obtaining best and final offers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

3.1 PROPOSAL Evaluation Committee

The following Webb County employees are involved in the evaluation process for this procurement:

- 1) Leroy Medford, Executive Administrator to Commissioners Court
- 2) Lalo Uribe, Chief Executive Administrator to the County Judge
- 3) Roberto I. Quiroga, Webb County Jail Commander

Note: Do not contact these individuals about this solicitation during the restricted contact period. Please refer to our Purchasing Ethics Policy Section 6 (Restricted Contact Period).

Restricted Contact Period. The Restricted Contact Period for any solicitation shall be in effect during the time the solicitation is considered an Active Solicitation under this Code of Ethics (regardless of when a Vendor submits a proposal or Proposal for the solicitation). All Vendor communications including, but not limited to, questions, comments, requests for clarification, and general information requests, during the Restricted Contact Period, regarding any Active Solicitation, must be directed solely to the Contact Person and the Contact Person's Designated Representatives (as defined by the Contact Person on a question-by-question basis). The Contact Person for any specific solicitation can be identified by visiting <https://webbcountybid.ionwave.net/Login.aspxto> or by calling the Purchasing Department at (956) 523-4125.

VIOLATIONS. Any communication by Vendors with any Procurement Professionals, Elected Officials, or any of their respective staff members, agents, or representatives (excluding the Contact Person and Designated Representatives), regarding an Active Solicitation, will be considered a violation of the Restricted Contact Period unless the Vendor receives express written permission from the Purchasing Agent or his designee.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

3.2 Evaluation Criteria and Selection

Proposals will be evaluated by the County's evaluation committee based on the following weighted criteria. Each factor reflects the County's priorities for ensuring the delivery of reliable, compliant and cost-effective inmate communication services in accordance with Texas Commission on Jail Standards (TCJS) and federal regulatory requirements.

Evaluation Factor	Points	Explanation
Technical Capability and Regulatory Compliance	25	Evaluates the proposer's demonstrated ability to meet or exceed all technical and operational requirements outlined in this RFP. This includes system reliability, security features, call monitoring and recording functionality, investigative tools, reporting capabilities, and overall system architecture. Proposals will also be evaluated on compliance with all applicable regulatory requirements, including rules governing Incarcerated People's Communications Services (IPCS), Texas Commission on Jail Standards requirements, and other applicable state and federal laws.

Vendor Experience and References	20	Assesses the proposer's experience providing inmate communication systems in county jails or similar correctional environments. The County will consider years of experience, number and size of correctional facilities served, successful system implementations, operational reliability, and references from other governmental entities. Preference may be given to vendors demonstrating successful deployments in Texas county jails or comparable public sector detention facilities.
FCC Rate Compliance and Cost to Inmates	20	Evaluates the proposed call rates, ancillary service fees, and overall pricing structure for compliance with Federal Communications Commission regulations governing inmate communications services. Proposals will be evaluated based on adherence to applicable rate caps for facilities of comparable size, the elimination of prohibited site commissions, transparency of pricing, and the reasonableness and affordability of services provided to inmates and their families. Proposals must clearly demonstrate compliance with all applicable federal rate limitations and fee restrictions.
Implementation, Training, and Support Plan	15	Evaluates the proposer's implementation strategy, including installation schedule, system testing procedures, transition plan from any existing system, and overall project management approach. The County will assess staffing resources, training provided to jail personnel, availability of ongoing technical support, maintenance procedures, and the vendor's ability to ensure reliable system performance with minimal service interruptions.
System Reliability, Security, and Investigative Tools	10	Evaluates the quality and effectiveness of security features, including call recording, monitoring, keyword search capability, voice biometrics, investigative analytics, and other tools that assist correctional staff with safety and investigative functions. System redundancy, uptime guarantees, cybersecurity protections, and data retention capabilities will also be considered.
Value-Added Services and System Enhancements	10	Recognizes additional features or services that enhance the functionality or efficiency of the inmate communication system beyond minimum requirements. Examples may include integration with jail management systems (JMS), investigative analytics tools, improved reporting platforms, or other operational enhancements that support jail administration while remaining compliant with applicable FCC regulations.

The Evaluation Committee may elect to require an oral presentation from each qualified Offeror of the information contained in their PROPOSAL. Any invitation for an oral presentation will be solely for the purpose of clarifying PROPOSAL received from each qualifying Offeror.

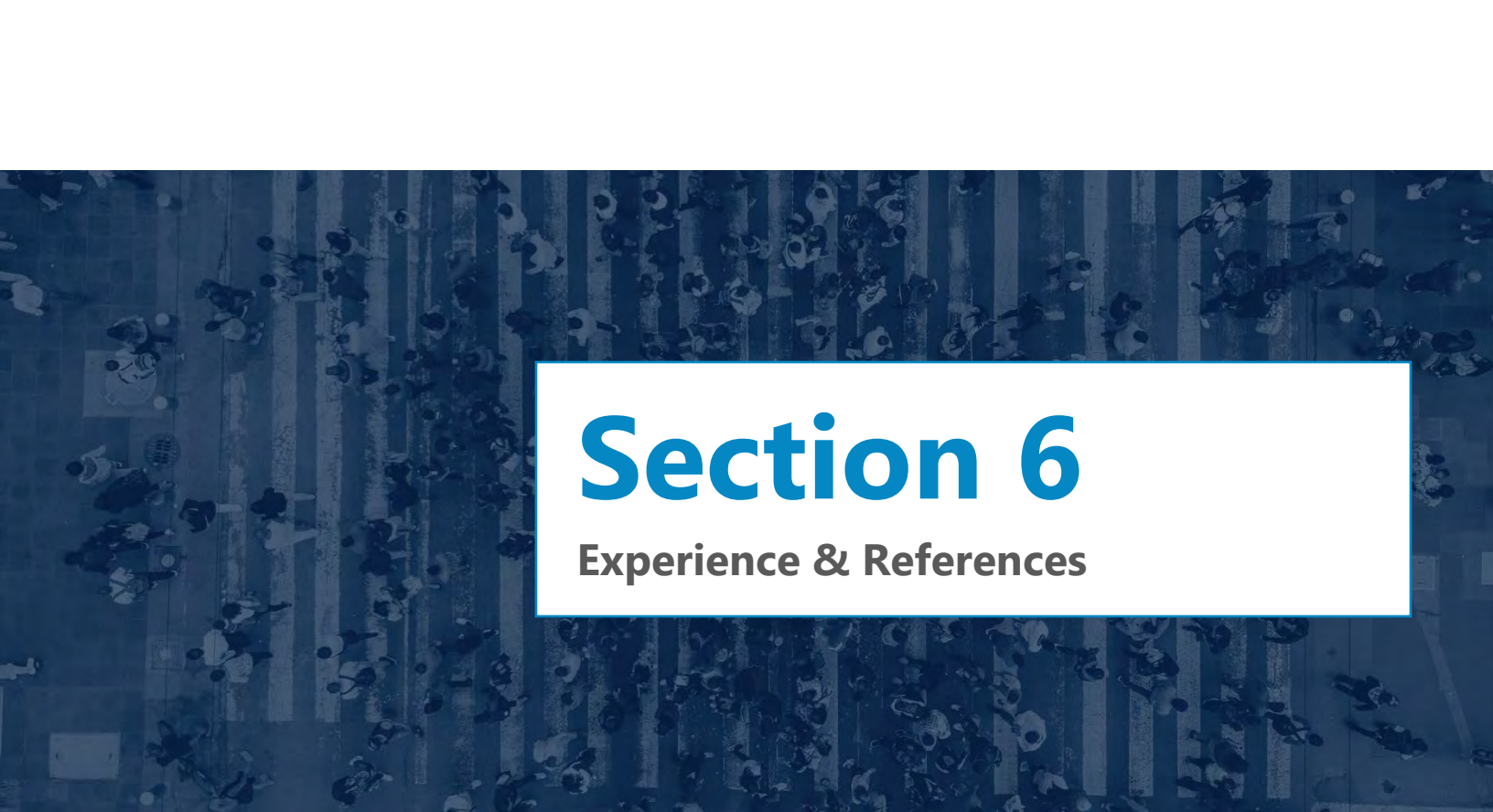
Upon completion of Evaluation Committee review and any oral presentations if required, the Evaluation Committee will convene one or more times to discuss the PROPOSAL officially submitted for this RFP as a group. Each Evaluation Committee member will individually score each PROPOSAL independently. The Webb County Purchasing Agent will collect all scores and tabulate scores of all Committee members.

Discussions may be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award. Offerors must be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and revisions may be permitted after submission and before award for the purpose of obtaining best and final offers to include any preliminary fees/pricing for the requested services. The Purchasing Agent will then submit an item to Commissioners Court for award based on the highest-ranking Respondent in accordance with the scoring criteria of this RFP and if requested by the Purchasing Agent or the Evaluation Committee, best and final offer(s) for consideration. Further the Webb County Commissioners Court reserves the right to select one qualifying respondent or more at their sole discretion and if deemed in the best interest for Webb County. The County Commissioners Court, as the governing body of the County, reserves the right to accept, reject, or modify any recommendation made by County staff or an evaluation committee regarding the ranking or selection of proposals. The Commissioners Court retains the sole and absolute discretion to determine which proposal, if any, will best serve the interests of the County and may authorize an award based on its independent judgment, regardless of staff rankings or recommendations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Components of the Evaluation Criteria are addressed elsewhere in relevant proposal sections.



Section 6

Experience & References

SECTION 6

Experience and References

Vendor Experience and References

Assesses the proposer's experience providing inmate communication systems in county jails or similar correctional environments. The County will consider years of experience, number and size of correctional facilities served, successful system implementations, operational reliability, and references from other governmental entities. Preference may be given to vendors demonstrating successful deployments in Texas county jails or comparable public sector detention facilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Experience & Qualifications

Since 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. **ICSolutions is headquartered in San Antonio, Texas**, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC, the nation's largest commissary provider. Keefe Group has served **the corrections industry since 1975, and** ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter.

ICSolutions focuses on providing a secure and feature-rich inmate communication solution, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER CALLING PLATFORM, but a customizable total inmate communication and payments solution that can include advanced voice biometrics, video visitation, tablets, paperless grievance reporting, deposit kiosks, debit release cards, inmate voicemail, email, and much more. We also offer customized services like commissary and JMS interfaces that allow for the automated, electronic exchange of information across facility systems.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we furnish for our clients. To better serve public users, inmates, and facility staff alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services – all available to meet our clients' needs **24 hours a day, 7 days a week, 365 days a year.**

Relevant Experience

National Presence

Across the U.S., ICSolutions provides our ENFORCER calling system and outstanding customer service to more than 550 individual facilities, making up more than 275 agencies that serve approximately 350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to ten (10) large state DOCs housing as many as 28,000+ inmates.

ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, the **Federal Bureau of Prisons** (FBOP), housing 160,000 inmates. The FBOP sets the strictest standards in the U.S. for inmate calling services. As such, THE ENFORCER has been subjected to the most rigorous testing standards in the nation to ensure its features operate to spec and its security is beyond reproach.

Our clients of every size rely on our proprietary ENFORCER calling system to process calls; THE ENFORCER provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions first began offering inmate tablets in 2015. ICSolutions has deployed tablet solutions in about 330 client facilities, supporting more than 145,000 inmates using 100,000+ tablets.

ICSolutions provides mail scanning services to more than 50 correctional facilities across the U.S.

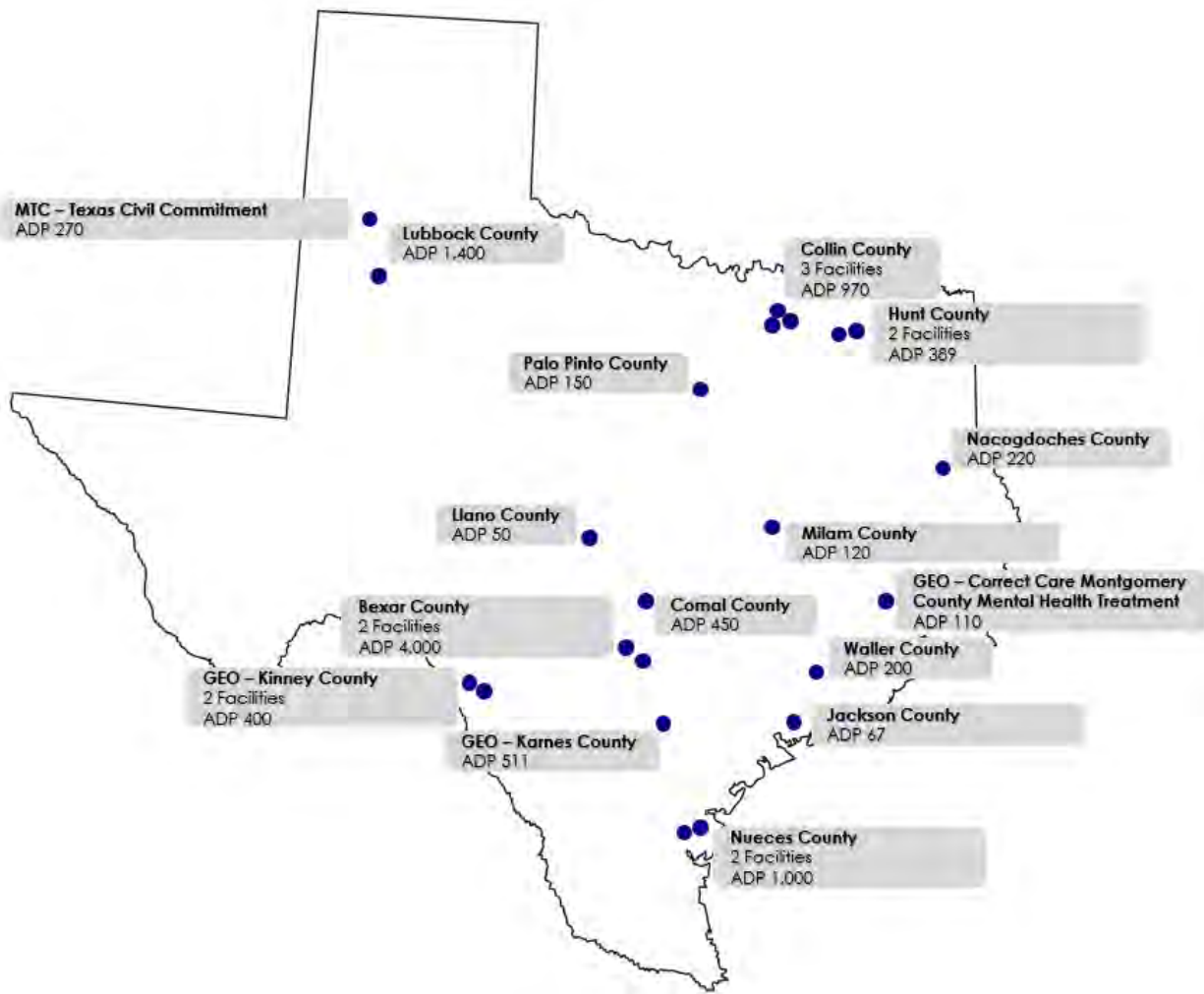


ICSolutions by the Numbers
THE ENFORCER®

550 Correctional Facilities Served
37,000+ Inmate Telephones Deployed
350,000 Inmates Served
40+ Customers with 1,000+ Inmates

Local Footprint

ICSolutions is a Texas company, with our nationwide headquarters in San Antonio. In Texas alone, ICSolutions provides inmate calling services to 24 correctional facilities. Our customers in Texas range in size from small county jails with fewer than 50 inmates to Bexar County with 4,000+ inmates. The services we provide in Texas include our THE ENFORCER calling platform, deployed at all our sites; THE VERIFIER voice biometrics; DIRECTLINK TRUST Card-Free Debit Calling; Call Center Debit; lobby deposit kiosks; THE COMMUNICATOR Paperless Inmate Communications Portal; THE ATTENDANT IVR; THE ANALYZER Link Analysis Tools; inmate tablets; visitation phones recording and scheduling management; and more.



References

ICSolutions is pleased to offer the following references that enjoy equipment and services similar to those offered in this proposal. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care.

Customer Name:	GEO - Kinney County Detention Center	Number of Facilities:	2
Contact Person:	Warden Charo dcharo@geogroup.com	Telephone Number:	(830) 317-0819
Address:	1501 Ranch Road 131	Telephone Number:	52
	Brackettville, TX 78832	Total Inmate Population:	400
Former Provider:	Infinity	Date Service Began:	January 2017
Services Provided:	Inmate Telephone System	Voice Biometrics	Inmate Tablets

Customer Name:	Lubbock County Jail	Number of Facilities:	1
Contact Person:	Chief Goldhammer GGoldhammer@lubbockcounty.gov	Telephone Number:	(806) 549-8051 (806) 775-7979 fax
Address:	3502 N Holly Ave	Total Number of Phones:	190
	Lubbock, TX 79403	Total Inmate Population:	1,400
Former Provider:	GTL	Date Service Began:	June 2017
Services Provided:	Inmate Telephone System	Voice Biometrics	

Customer Name:	Bexar County Detention Center	Number of Facilities:	3
Contact Person:	Chief Jennifer Shumake jennifer.shumake@bexar.org	Telephone Number:	(210) 328-3896 (210) 335-6199 fax
Address:	200 North Comal Street	Total Number of Phones:	407
	San Antonio, TX 78207	Total Inmate Population:	4,000
Former Provider:	Securus	Date Service Began:	September 2011
Services Provided:	Inmate Telephone System Mail Scanning	Voice Biometrics	Video Visitation

Customer Name:	Nueces County Sheriff's Office	Number of Facilities:	2
Contact Person:	Captain Martin Murillo martin.murillo@nuecescountytexas.gov	Telephone Number:	(361) 480-9080 (361) 887-2206 fax
Address:	901 Leopard Street	Total Number of Phones:	364
	Corpus Christi, TX 78401	Total Inmate Population:	1,000
Former Provider:	GTL	Date Service Began:	February 2016
Services Provided:	Inmate Telephone System	Keefe Lobby Kiosk DirectLink Trust	Voice Biometrics

Customer Name:	Comal County Jail	Number of Facilities:	1
Contact Person:	Captain Hernandez hernaju@co.comal.tx.us	Telephone Number:	(830) 212-2878
Address:	3000 I-35	Total Number of Phones:	99
	New Braunfels, TX 78130	Total Inmate Population:	450
Former Provider:	New Facility	Date Service Began:	September 2020
Services Provided:	Inmate Telephone System Inmate Tablets	Video Visitation	Voice Biometrics
	The Word Detector™	Voicemail	The Analyzer™

ICSolutions is proud of our service history, and we have also attached several letters of reference from our satisfied correctional agency partners as **EXHIBIT H**.

Qualifications

ICSolutions is an experienced inmate telecommunications provider who has offered innovative, cutting-edge communications technology to correctional facilities since 2002. We offer our completely turnkey solution, which includes all systems, onsite equipment, software, and peripheral hardware, as well as installation, maintenance, and service of the proposed system at no cost to the County.

THE ENFORCER is a scalable, proven platform that can be custom configured to meet the needs of a wide variety of correctional environments. Our technology package will minimize the amount of time facility personnel spend on administration and allow you to focus on your more pressing security issues.

Below are but a few additional points that set ICSolutions apart from other inmate telephone vendors.

Sustained Growth through Exceptional Customer Care

ICSolutions has established a 99% contract renewal rate, and our client list continues to grow each year. In addition to our state-of-the-art technology, a key reason for our continued growth is ICSolutions' commitment to exceptional customer service.

Over ICSolutions' decades in the inmate communication industry, we have earned a reputation as a leading service provider – and it didn't happen by accident. We have built our business upon our commitment to outstanding service. We provide **24-hour-a-day access to live, U.S.-based service representatives for both facility staff and call recipients**, and responsive local technicians who have been thoroughly trained and certified on our ENFORCER calling system and ancillary products. Moreover, we have created a company culture where excellent customer care is a top priority.

Pioneer in Affordable Inmate Communications

ICSolutions has long been a proponent of fair and affordable calling rates, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

In fact, ICSolutions is proud to note that we were the first in the industry to offer postalized calling rates – one simple, affordable per-minute rate for calls to any telephone number in the United States. Long before postalized rates became a standard practice, ICSolutions discovered that affordable, simplified rates benefitted our client facilities as much as they benefitted inmates and their loved ones.

Furthermore, we are proud of our history of pricing and revenue transparency. THE ENFORCER platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax**. And facility staff can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services. ICSolutions maintains complete transparency regarding pricing and revenue because we have nothing to hide.



Financial & Business Qualifications

ICSolutions is a financially strong and stable company that has been providing inmate telecommunication services in correctional environments since 2002. ICSolutions is also one of the fastest growing inmate calling providers in the country.

As a business, ICSolutions operates with unimpeachable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. We are proud to note that, unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal use of call recipient cell phone location technology, multiple class action lawsuits, or fines by regulatory agencies.

ICSolutions will provide the highest service standards to Webb County, its constituents, and all users of ICSolutions' services.

Installation Expertise

ICSolutions will assign a dedicated Project Manager to oversee your implementation. ICSolutions follows best practices developed by the Project Management Institute (PMI), which has set the standards for project management since the 1960s.

ICSolutions' professionally trained project team will coordinate the installation of all ICSolutions services to ensure minimal impact on facility operations and ongoing revenue generation. Multiple services will be installed concurrently whenever possible, and much of the installation work can be accomplished at our offsite data centers – minimizing the amount of onsite installation work.

ICSolutions has a history of completing fast installations, in some cases installing hundreds of inmate phones in a matter of days. Our implementations are customized to best meet each client's needs and offer exceptional training and support following installation.

Unparalleled System Redundancies

ICSolutions has designed its communication platform with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. In the event of a disaster or outage, the most critical system components will instantly and seamlessly fail over to a backup component to ensure *zero time to recover* and *no system downtime*.

ICSolutions employs multiple levels of redundancy to ensure 99.99% uptime for both the call processor and the network, as well as to protect against data loss and ensure 99.99% availability of call recordings and data. **ICSolutions has never lost a call recording or a call record.**

No other vendor provides so many layers of redundancy to ensure uninterrupted system operations and accessibility.

- **Network Redundancy:** THE ENFORCER is built on full network redundancy. We start with the "last-mile" connection between the facility and the Internet, where we provide multiple links via high-speed digital data transmission lines. These transmission lines are far more reliable than cable modem connections and we use multiple lines to maximize reliability. In addition, our data centers have multiple connections to the Internet. Our data centers also have multiple connections to the Internet. Our San Antonio data center uses bandwidth via fiber optic connections to two different network providers. Every network component inside our data center is duplicated, ensuring that there will be no impact to our service should any device fail

For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

- **Call Processing Redundancy:** While the primary call processor is housed at our primary Data Center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.
- **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes.
- **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.

- **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored, and an affected is notified immediately upon the occurrence of non-performing equipment.

Robust Onboard Investigative Tools

Our solution features a suite of robust and fully integrated investigative tools to aid facility staff in investigations. We have highlighted a few of these tools below.

THE ANALYZER Link Analysis – Data mining solutions designed specifically for the investigative needs of the corrections market. Facility staff can search varying degrees of separation to establish links between inmate to inmate or end user to end user. Links are established when an end user/constituent interacts with one or more inmates through our systems, or when multiple end users interact with the same inmate. Further, ICSolutions can accept data from external sources; we inherit this data, normalize it into our database, and allow facility staff to mine it using our investigative tools like THE ANALYZER to create actionable intelligence!

Call Analysis – With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users can link directly to THE ANALYZER, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to identify links.

Prepaid Deposit Search – Enables authorized users to generate a summary report to show all prepaid funding activity for a specific phone number, specific depositor, or for a specific address. This feature can aid in situations like where credit card fraud is suspected by finding every location where a specific card is being used (searching by either the first 6 digits or the last 4). Investigators can then search by a particular address to see what other credit cards are being used to fund prepaid transactions.

THE VERIFIER Real Time Voice Verification – THE VERIFIER real-time inmate voice verification module matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call.

Reverse Lookup – ICSolutions provides our clients with Unlimited Reverse Lookup capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no cost.

Technology Leadership

At ICSolutions, developing and maintaining state-of-the-art technology is ingrained in our corporate culture, with **over half of our employees responsible for developing or maintaining our technology.**

ICSolutions continues to invest in new technology while at the same time expanding the features and functionality of its ENFORCER product line. Each of the last several years, ICSolutions has invested millions of dollars in its technology. In a typical year, ICSolutions is slated to reinvest more than 50% of its budgeted operating profit toward technology development and innovation. And ICSolutions has assembled a team of talented engineers to see our innovations through to completion and successful deployment.

Enhancements and upgrades to THE ENFORCER product line are predominantly driven by market demand and specific client requests. Our solution has been designed and consistently maintained to deliver all the investigative and administrative tools our clients need. As we have demonstrated consistently over our company's history, ICSolutions will continue to expand our solution's capabilities throughout the life of a contract with Webb County, and we would welcome your input as a valued technology partner.

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Work begins with our knowledgeable Installation Team, whose expertise will ensure a seamless transition your new inmate communication solution; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, David Urbina**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 200 employees dedicated to the development, installation, maintenance, and service of our inmate communication solutions. The professional team involved in the aforementioned duties and ongoing management of your services comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been attached as **EXHIBIT E**.

Client Services	
Mike Kennedy Vice President of Sales & Marketing	Responsibilities Mike Kennedy leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. He is responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service. Qualifications Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mike studied Business Administration at the University of South Carolina.
David Urbina	Responsibilities

Regional Account Manager	As Regional Account Manager, David will be responsible for working directly with Webb County throughout the entire contract term. ICSolutions recognizes that a facility's needs may evolve over the life of a contract, and David will work with you to adjust the system and features provided to best fit your requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc. Qualifications David has more than 10 years' experience in the telecommunication industry. David has worked for ICSolutions since 2015 and is highly knowledgeable about the equipment and solutions provided to our customers. David's years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.
Sylvia Castillo Director of Client Services	Responsibilities As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues. Qualifications Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.
Latisha Steger Director of Sales Engineering / Training Department	Responsibilities As the Director of Sales Engineering, Latisha works directly with each facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on THE ENFORCER system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via Teams, as the facility prefers. In addition, Latisha also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services. Qualifications

	Latisha has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.
Mike Pickell Corporate Account Manager / Training Department	Responsibilities Mike works directly with each facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mike delivers training on all services face-to-face, over-the-phone, or via Teams, as the facility prefers. Qualifications Mike began working with ICSolutions in 2022. He comes to us with a diverse background working in law enforcement and a District Attorney's Office. Mike served more than 20 years with the Seabrook Police Department in the Houston, Texas area.
Installations & Operations (Technical Support)	
James Dawson Technical Support Manager	Responsibilities James Dawson supports the project as Technical Support Manager for ICSolutions clients after installation. He supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets. Qualifications James is a senior IT management professional with more than 15 years of progressive experience leading large-scale IT operations, communications systems, and cyber readiness initiatives across domestic and international environments. Before joining ICSolutions, James spent numerous years monitoring and servicing network operations systems, military satellites, and other critical hardware for the U.S. Army. James has developed, implemented and managed IT and cybersecurity policies and procedures, standards and training for multiple teams in several roles throughout his career. James has proven himself as a reliable and capable expert in managing cloud-based platforms, satellite and network infrastructure and high-availability communications systems. He has a BA in Leadership & Workforce Development, graduating <i>magna cum laude</i> from Army University and an MA in Organizational Leadership & Business Ethics, graduating <i>summa cum laude</i> from Trident University.
Brian Dietert Director of Operations	Responsibilities Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Service Now for trouble ticket issuance and resolution. Qualifications

	Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.
Melissa Mitchell Project Manager	Responsibilities Melissa will be responsible for managing the installation, including development of the Facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Qualifications Melissa has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.
Jamie Klingner Project Manager, PMP	Responsibilities Jamie Klingner is a subject matter expert on THE ENFORCER and THE VISITOR user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Jamie is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts. Qualifications Jamie is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Jamie has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to

	ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.
Aubrey Naquin Regional Field Service Manager	Responsibilities Aubrey is the field supervisor for ICSolutions' installation teams in the Midwestern United States. In addition to providing leadership of our field technicians, Aubrey provides hands-on management of the transition process, testing and on-site quality control. Qualifications Aubrey has nearly a decade of experience providing client services, installation, maintenance, and repair of telecommunications equipment. Aubrey has worked for ICSolutions since 2014 and is highly knowledgeable about the equipment and solutions provided to our customers. Aubrey's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.
Technology Development	
Brendan Philbin Vice President of Product Development	Responsibilities Brendan Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day-to-day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs. Qualifications Brendan is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.
Barry Brinker Vice President of Technology	Responsibilities Barry Brinker focuses on overseeing all aspects of technology from concept to delivery, including the design and development of cutting-edge technology, the assembly of product hardware, quality assurance, and day-to-day IT operations. Barry constantly evaluates the market to identify the ever-changing technology needs of our clients, working to develop the best solutions to meet those needs. Qualifications

	Barry brings 26 years of experience in Telecommunications – which includes 19 years in inmate telephone systems management specifically – providing leadership, vision and direction for technology-based corporations across North America. Managing all aspects of Operations and Customer Service – Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support.
Steve Shieldes Director of Information Technology	Responsibilities Steve Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades. Qualifications Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve’s experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.
George Langdin Technical Services Manager (IT Engineering)	Responsibilities George leads the engineering team responsible for building, configuring, and testing all ENFORCER equipment before it is delivered to each facility for implementation. George’s team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues. Qualifications George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading “dot com” company and managing technical support for a multinational biotech corporation. George obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

The ICSolutions' management team is highly experienced in telecommunications and, more specifically, the correctional market segment.

Tim McAteer, Company President has more than 30 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

Mike Kennedy, VP of Sales & Marketing, has more than 30 years' experience in account management and business development in the telecommunications industry, including both operator services and inmate telephone services offered nationwide.

Barry Brinker, VP of Technology, has more than 25 years' experience in telecommunications technology Managing all aspects of Operations and Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support

Brendan Philbin, VP of Product Development, has more than 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

Ken Dawson, Director of Contracts & Regulatory, also has more than 30 years' experience in the telecommunications industry including co-founding and developing several companies engaged in back-room support for the industry.

Brian Dietert, Director of Operations, has more than 30 years of telecommunications experience, more than three decades of which have been specialized in the Correctional Communications Market.

Sylvia Castillo, Director of Client Services, has more than 30 years' experience in customer relations.



Section 7

Implementation, Training, & Support Plan

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Evaluates the proposer's implementation strategy, including installation schedule, system testing procedures, transition plan from any existing system, and overall project management approach. The County will assess staffing resources, training provided to jail personnel, availability of ongoing technical support, maintenance procedures, and the vendor's ability to ensure reliable system performance with minimal service interruptions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Provided below, our Implementation and Maintenance plans describe ICSolutions' structured approach to system installation, transition, testing, and ongoing support. These plans demonstrate our project management methodology, training resources, and commitment to maintaining reliable system performance.

Implementation Plan

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) and BRIDGE Video Visitation / Inmate Tablets Solution to ensure minimal impact on facility operations and ongoing inmate communications. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER calling platform, our BRIDGE tablets and video visitation system, as well as our exceptional support following installation. Our implementation timeline for all services is 60 days, **with the onsite installation portion taking only five (5) days!**

ICSolutions' expertise at conducting fast, smooth implementations has been proven time and again by our many successful installation projects. We have installed THE ENFORCER calling platform and its related complementary inmate communications products at multiple state Departments of Corrections, the FBOP, and **hundreds of County, regional, and city correctional facilities** across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over more than two decades of successful installations.



The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, David Urbina, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A detailed implementation timeline has been included as EXHIBIT D** and includes all major tasks that will be required to complete the installation efficiently and with minimal disruption.

ICSolutions follows best practices developed by the **Project Management Institute (PMI)**, which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are Initiation, Planning, Execution, Monitoring & Controlling, and Closure.

We have broken down the major milestones of the implementation by:

1. Pre-Installation
2. On-Site Installation
3. Post-Installation

Pre-Installation

Ref	WBS	Task	Duration
1.1 Initiating			
1	1.1.1	Contract Execution / Review Contract Deliverables	1 day
2	1.1.2	Kick-Off Meeting	0.5 days
1.2 Planning			
3	1.2.1	Schedule Site Surveys	9.5 days
3.1	1.2.1.1	Submit Background Information	0.5 days
3.2	1.2.1.2	Onsite Escort Identification and Scheduling Onsite Surveys at Each Facility	0.5 days
3.3	1.2.1.3	Conduct Pre-Installation Site Surveys	5 days
3.4	1.2.1.4	Site Survey Reviews	4 days
3.4.1	1.2.1.4.1	Determine hardware and material needs for each site(s)	1 day
3.4.2	1.2.1.4.2	BOM (Bill of Materials) Creation	1 day
3.4.3	1.2.1.4.3	Determine network design	3 days
3.4.4	1.2.1.4.4	Infrastructure / Installation plan customization from site surveys and additional facility needs identified during the Kick-Off Meeting	3 days
3.4.5	1.2.1.4.5	Installation Plan Review / Approval from Agency	1 day
4	1.2.2	Scheduling for Onsite Installation	1 day
4.1	1.2.2.1	Onsite Escort Identification & Scheduling	1 day
4.2	1.2.2.2	Schedule Training Location and Times for All User Roles	1 day
4.3	1.2.2.3	Make Travel Arrangements for Onsite Installation Team & Trainer	1 day
4.4	1.2.2.4	Coordinate Equipment Removal with Current Vendor	0.5 days
5	1.2.3	Interface Planning	1 day
5.1	1.2.3.1	Determine Authoritative Data Source(s) at the Agency	1 day
5.2	1.2.3.2	Contact Data Sources and create plan for interface execution	1 day
1.3 Execution			
6	1.3.1	Network Provisioning	1 day
6.1	1.3.1.1	Order Network Services	1 day
7	1.3.2	System Hardware Provisioning	25 days
7.1	1.3.2.1	Requisition System Hardware from Inventory (where applicable)	1 day
7.2	1.3.2.2	Order Cable, Conduit, Additional Materials and & Hardware – Rolling Process, Site by Site (including Phones, Video	25 days

		Kiosks if applicable, Access Points, Tablet Server, Tablets, and Charging Stations)	
8	1.3.3	Exchange Interface Development / Data Migration	19 days
8.1	1.3.3.1	OMS/JMS Interface	6 days
8.1.1	1.3.3.1.1	Review Specifications and Format	1 day
8.1.2	1.3.3.1.2	Execute Plan	4 days
8.1.3	1.3.3.1.3	Integrate Interfaces and QA Testing	1 day
8.2	1.3.3.2	Trust Account Interface (Banking/Money Data)	6 days
8.2.1	1.3.3.2.1	Review Specifications and Format	1 day
8.2.2	1.3.3.2.2	Execute Plan	4 days
8.2.3	1.3.3.2.3	Integrate Interfaces & QA Testing	1 day
8.3	1.3.3.3	Commissary Interface	6 days
8.3.1	1.3.3.3.1	Review Specifications and Format	1 day
8.3.2	1.3.3.3.2	Execute Plan	4 days
8.3.3	1.3.3.3.4	Integrate Interfaces & QA Testing	1 day
8.4	1.3.3.4	Data Migration	3 days
8.4.1	1.3.3.4.1	Request Data from Current System	1 day
8.4.2	1.3.3.4.2	Review & Migrate Data from Current System	2 days
9	1.3.4	Delivery of Equipment & Materials	31 days
9.1	1.3.4.1	Network Services Delivered	30 days
9.2	1.3.4.2	Receive IP's (Internal and External)	1 day
10	1.3.5	Equipment Configuration (Build/Ship/Test)	13 days
10.1	1.3.5.1	Phone / Network Configuration	13 days
10.1.1	1.3.5.1.1	Wiring Diagram	2 days
10.1.2	1.3.5.1.2	Provisioning and DB Creation	2 days
10.1.3	1.3.5.1.3	Configure Network IAD, QA Test and Burn In	1 day
10.1.4	1.3.5.1.4	UPS and NMC Configuration	1 day
10.1.5	1.3.5.1.5	Configure Hardware – QA Testing	2 days
10.1.6	1.3.5.1.6	Create User Accounts and Assign Authorized User Roles for Phone (Obtained from Kick-Off Meeting)	2 days
10.1.7	1.3.5.1.7	Test Configurations for User Access	1 day
10.1.8	1.3.5.1.8	Rate File QA	1 day
10.1.9	1.3.5.1.9	Prepare Equipment and Materials for Shipping/Delivery	8 days
10.2	1.3.5.2	VVS & Tablet Configuration	8 days
10.2.1	1.3.5.2.1	Configure VVS with Agency Rules (obtained during Kick-Off Meeting)	4 days
10.2.2	1.3.5.2.2	Configure Tablet System with Agency Rules (obtained during Kick-Off Meeting)	4 days
10.2.3	1.3.5.2.5	Create User Accounts (VVS & Tablets) and Assign Authorized User Roles	1 day
10.2.4	1.3.5.2.6	Test Configurations and User Access	0.5 days

1. Contract Execution / Review Contract Deliverables – The contract will be executed. ICSolutions' Project Team will hold internal meetings to review the contract deliverables and RFP requirements, create a ticket in our trouble ticketing system, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the Agency to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Agency's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures. We will also identify direct contacts, schedule our weekly update meeting, and gather all information necessary for the phone, tablet, and VVS configurations.

3. Schedule Site Survey(s) – ICSolutions will submit all required background information to be allowed on Agency property, as well as identify Agency escorts who will be able to accompany us through the facilities. During the site survey, ICSolutions will determine the hardware and materials required, finalize the network design, complete our final Installation Plan and gain the needed approval from the Agency, and create the Bill of Materials.

During the site survey, all internal wiring will be tested, the locations for each phone and kiosk (if applicable) will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as you would like it to appear on Call Detail Reports, privileges you would like each user to have access to, etc.).

After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. ICSolutions will then review the customized Installation Plan with the appropriate Agency personnel. We will go over all project milestones and the timeline.

4. Scheduling for Onsite Installation – After you have had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation. This will include obtaining contact information of the Agency escorts and confirming their availability will work with the agreed upon timing for onsite installation, as well as identifying and reserving the location for the onsite training and scheduling the various training times for each user group that will best work with the facility's needs.

After the onsite installation is scheduled and the availability of the escorts and training times are confirmed, ICSolutions will schedule travel for the onsite team(s).

Finally, we will work with your existing provider to schedule the pick-up of all existing equipment to ensure minimal downtime of your inmate communications system.

5. Interface Planning – During this phase of the implementation, ICSolutions will determine the authoritative data source for all data at the Agency that will be required for the inmate communications system. This includes the sources for Inmate Data, Trust Account/Banking/Money data, and Commissary Data. Upon identification, ICSolutions will contact the appropriate data sources and create a plan for our interface execution.



**ICSolutions Client
Testimonial**

"... the transition was flawless.

The overall process was completed within a few weeks from the date the contract was signed ..."

*– Warden Joseph – Richmond
County Correctional Institute*

6. Network Provisioning – ICSolutions Project Team works expeditiously to set up the necessary network and equipment that can have a long lead time. Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the Agency to schedule the delivery and installation of the circuits, which are necessary to power our communications solution.

7. System Hardware Provisioning – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation from inventory where applicable and order all other cable, conduit, and hardware required (such as phones, video kiosks, tablets, charging stations, etc.).

If multiple sites are included, equipment is ordered on a rolling process, site by site over a period of time (including phones, video kiosks, access points, tablets servers, tablets, and charging stations). This will ensure that the equipment arrives at the facility shortly before the implementation of that particular site, rather than having equipment stored at the facility. This is especially pertinent for the facilities that are scheduled for later implementation. Please note this is only applicable for larger Agencies that have multiple facilities.

8. Exchange Interface Development / Data Migration – During this phase, ICSolutions will develop and finalize any required interfaces with the Agency's other providers. This includes the Jail Management System for inmate data, the Trust Account System for required banking and money data, and the Commissary System for applicable commissary data.

This phase also includes migrating data from the Agency's current system. The data requested typically includes user data, agency and site global numbers, special numbers, inmate's personal allowed numbers, VVS visitor data, historical call records, etc.

9. Delivery of Equipment and Materials – During this phase of the implementation the network services will be delivered and both internal and external IPs will be received. The requisitioned hardware and materials will be delivered to our corporate headquarters in San Antonio for configuration.

10. Equipment Configuration Build/Testing/Ship – During this phase, ICSolutions will create the wiring diagram, as well as build THE ENFORCER and configure the tablet and video visitation kiosk system to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation.

ICSolutions will create the Agency's Site in THE ENFORCER, including configuring the centralized system in the data center (such as setting up your dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure THE ENFORCER features based on the contract requirements and the Agency's needs (as identified during the site surveys and during the Kick-Off Meeting).

ICSolutions will also configure the Network IAD, QA test, and burn in, as well as configure the UPS and NMC. Hardware will be configured and QA tested to ensure that this is functioning properly. The rate files will be QA'd to ensure that all rates have been entered correctly.

Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facilities. All additional hardware, such as phones, tablets, kiosks, etc., will be shipped directly to the site.

We will also configure the VVS and tablet system with Agency rules, as obtained initially during the kickoff meeting. Any new user accounts and user roles will be created. All configurations and user access will be tested.

On-Site Installation

Ref	WBS	Task	Duration
11	1.3.6	Installation (Install including Deployment and Training)	5.25 days
11.1	1.3.6.1	Infrastructure hardware receipt, inventory equipment, and facility walk through	0.25 days
11.2	1.3.6.2	Circuit turn-up, verify and test network	0.5 hours
11.3	1.6.6.3	Cabling and conduit	2 days
11.4	1.3.6.4	Infrastructure Installation – Phone	2 days
11.5	1.3.6.5	Infrastructure Installation – Kiosks (if applicable)	2 days
11.6	1.3.6.6	Infrastructure Installation – Access point	3 days
11.7	1.3.6.7	Server Installation & Wi-Fi Activation, Interface Activation, Access Point Testing	0.5 days
11.8	1.3.6.8	Verify Inmate Data, Money/Banking Data, and Commissary Data integration is accurate	0.25 days
11.9	1.3.6.9	Identify/Label Access Points/Switches/Etc. and Create Equipment Inventory List	0.25 days
11.10	1.3.6.10	Deployment / Go Live	0.5 days
11.10.1	1.3.6.10.1	System Checks	0.25 days
11.10.2	1.3.6.10.2	Acceptance Testing (phone, VVS, and tablet), Modifications/Additions/Activation, Clean Up, Monitor for Problems	0.25 days
11.10.3	1.3.6.10.3	Tablet Provisioning & Tablet Activation	0.15 days
11.10.4	1.3.6.10.4	Tablet Deployment	0.25 days
11.10.5	1.3.6.10.5	System Cutover / Go Live	0.15 days
11.10.6	1.3.6.10.6	Training	0.5 days
11.10.6.1	1.3.6.10.6.1	Conduct Training Scheduled with Agency Stakeholders	0.5 days
11.10.6.2	1.3.6.10.6.2	Provide Training Guides and Materials	0.15 days

11. Installation (Install, Including Deployment & Training) – At this point, ICSolutions will complete the onsite portion of the installation. This includes receiving the hardware, inventorying the equipment, turning up the circuit, and verifying and testing the network.

ICSolutions will install all of the required infrastructure, starting with any required cabling and conduit, as well as phones, video visitation kiosks (if applicable), and wireless access points. The server(s) will be installed, the Wi-Fi and all required interfaces will be activated, and access points will be tested.

ICSolutions will also verify that the flow of information through our integrations is accurate, including inmate data, money & banking data, and commissary data. We will identify, label, and document all access points, switches, etc., and include them in our Equipment Inventory List.

The actual deployment of our inmate communications system includes performing all system checks, completing the acceptance testing for all facets of service, performing any additional modifications/additions/activations, cleaning up our workspace to ensure that it looks exactly the way that it did before work commenced (with the addition of new hardware), and monitoring for any problems. Our tablets will be activated, distributed, and deployed, and finally the system will be cutover and go live.

ICSolutions will conduct all training in accordance with the Training Plan, as well as provide material documentation, including complete training guides.

Post-Installation

Ref	WBS	Task	Duration
1.4 Monitoring and Controlling			
12	1.4.1	Monitor for Problems	10 days
13	1.4.2	Handoff to Tech Support for Continued Maintenance and Operations	0.5 days
1.5 Project Completion / Close			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	0.5 days

12. Monitor for Problems – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, with automated system monitoring of each VVS station's status (e.g., online, offline, etc.) and monitoring the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

13. Handoff to Tech Support for Continued Maintenance and Operations – At this point, the Implementation Team hands off ownership of this project to our Technical Support Team, which will provide continued maintenance throughout the life of the contract. This includes transitioning your main point of contact to your Regional Account Manager, David Urbina.

14. After Action Reporting – Meet with Customer to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the Agency to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions you may have, etc.

Agency Responsibilities

ICSolutions will be responsible for all phases of providing inmate communications services. During transition of the system, ICSolutions will only need assistance from County personnel for the following tasks:

- Clearance for the Project Team to work in approved areas without the need for an County escort or designated County escort(s)
- Assistance with any facility-specific challenges regarding access, delivery of hardware and circuits, install, etc.
- A project manager at the County who can serve as a single point of contact for the ICSolutions project manager
- Provision of adequate and reliable electrical connectivity and services at all locations for all tablet charging stations and kiosks
- At completion of installation, ICSolutions' Project manager will work with the County to ensure that all deliverables have been completed, tested, and approved by the County
- Attend training to become familiar with THE ENFORCER and all its capabilities

Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated County representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, kiosks, software, and peripheral hardware.

Testing of both THE ENFORCER and THE BRIDGE systems will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP's waterfall approach for system implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by the Project Manager. THE ENFORCER and THE BRIDGE system testing will encompass the following:

External System Interface	• Interface protocol • Access and security • Error logging
Data Exchange	• Data format • File exchange/transfer timelines • Error logging • Confirm inmate count in JMS is synced with THE BRIDGE video visitation
Database Integrity	• Inmate Table - o Inmate ID - o Inmate full name - o Inmate PIN (if applicable) - o Inmate housing location - o Inmate Status - o Inmate PAN list (if applicable) • Global Number Table

	- o Block List - o Attorney List - o Privileged List - o Free numbers - o TDD Access numbers - o PREA Hotline • Inmate Station Table - o Station port labeling – Confirm accuracy - o Station Grouping - o Station Class-of-Service designation - o Station On/Off times - o TDD Access numbers • Rates & Dialing Table - o Surcharge & Per Minute entries by Tariff Type - o Local number listing - o Dialing rules by Tariff type - o Dialing rule override (if any) - o Carrier access protocol • Approved Visitor Table • Video Visitation Station table • Video Visitation Station Locations (e.g., identification, type, rules, etc.) • Video Visitation Policies - o Schedule (Allowable visitation times by type of visit and visitor) - o Rates & Fees - o Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)
System Access	• User Role privileges • User Role assignments • Username & passwords • Register as new user • Approve new user
Facility Workstations	• Access to THE ENFORCER system and THE BRIDGE administrative panel • Ability to monitor live recordings from both workstation and Facility Network if applicable • Ability to download and burn recordings using the following formats: - o Wav - o MP3 - o Speex • Run and test reports for accuracy of information
VVS Equipment & Network Preliminary Installation Check	• Check cabling • Turn on/off system • Test IP devices

	• IP external assignments – confirm accuracy • IP internal assignments – confirm accuracy • Confirm firewall setup • Equipment setup on domain • Database communications • Software version
Tablet Testing	• Check cabling • Turn on/off system • Test IP devices • Turn up server • Confirm firewall setup • Equipment setup on domain • Software version • Test AP connections • Adopt APs • Test Wi-Fi • Test tablets • Test streaming services
Quality Assurance (QA) Testing	• Video Visitation Station Center Application • Control Software / Facility workstation(s) • Monitoring • Remote Visitors • Inmate Terminals
User Acceptance Testing (UAT)	• Coincides with hands-on training • Training Curriculum & tests performed in UAT customized per County's requests

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

HARDWARE		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check – Adtran 924 and network hardware labeled and installed on rack.		

NETWORK		
Tests and Checks Performed	INITIALS	DATE
Check - blue cable from smart jack to Adtran 924 NET/circuit. All cables labeled and properly secured.		
Check red cable from Adtran 924e ETH 0/1 port to Fortinet ETH 0/1 port. All cables labeled and properly secured.		

Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

POWER UP		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

SOFTWARE CHECK & TESTS		
Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address. Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation – Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		

SYSTEM CHECKOUT		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Check - Cameras Operational		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		

Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

County Staff Training Plan

Training Outlines and Objectives

ICSolutions' goal is to familiarize County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and THE BRIDGE system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Upon award, our dedicated Training Department will contact the County to set up the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ **User Manuals**
- ✓ **Quick Reference Guides**
- ✓ **Self-Help Training Guide**
- ✓ **Online & Hard Copies**

- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as set up by the Training Department and the County.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; THE ENFORCER's Quick Reference Guide; and a demonstration of the commonly used features of THE ENFORCER system; and hands-on interactive training using the **County's** own live system.
- Training is typically divided into three types of sessions: Standard User, Investigator, and Site Administrator (Super User) and, for the VVS, we also add training for the Control Officer. Training length varies based upon user type and number of trainees, but most training sessions are roughly one-hour long.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER system. These online documents are updated and published to all facilities every time THE ENFORCER system is updated or enhanced.



ICSolutions Client Testimonial

"ICSolutions has provided continued refresher and new program update trainings ... I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

*Captain Almonte – Osceola
County Corrections Department*

- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via Teams.
- Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to accommodate your requests for training with very little notice.
- All training is provided at no cost to the **County**.

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the County's needs:

Day-to-Day System Administration	• Logging In, locally, remotely, to one site, multiple sites, etc. • User Access Control Settings: Roles, permissions etc. • Call Process Flow & Control settings • Call Record Search • Blocked Number Administration • Inmate Account Editor - o Search for Inmate Account - o ANI Advanced Privileges and Inmate-specific controls - o Enter PANs, Inmate-specific blocks & exceptions - o Alerts on Inmate Accounts - o Print Account Information - o Account suspension/reinstatement - o Change PINs • Debit Account Administration • Interface Functionality (if applicable)
Investigative Functions	• Live Call Monitoring/Scanning • Call Disrupt Function • Recording • Recording Exempt Numbers • Setting Alerts (email, pager and phone) • Recordings – Search, Retrieval & Reporting • Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc. • Running Ad-Hoc Call/Record/Recording Reports
Automated Calling Process Overview	• Placing a Call • Debit Call Process • Prepaid Process
Tablets & Video Visitation	• Tablet System Administration • User Management • Investigative Features - o Reporting - o Monitoring/Recording Playback - o Restrictions

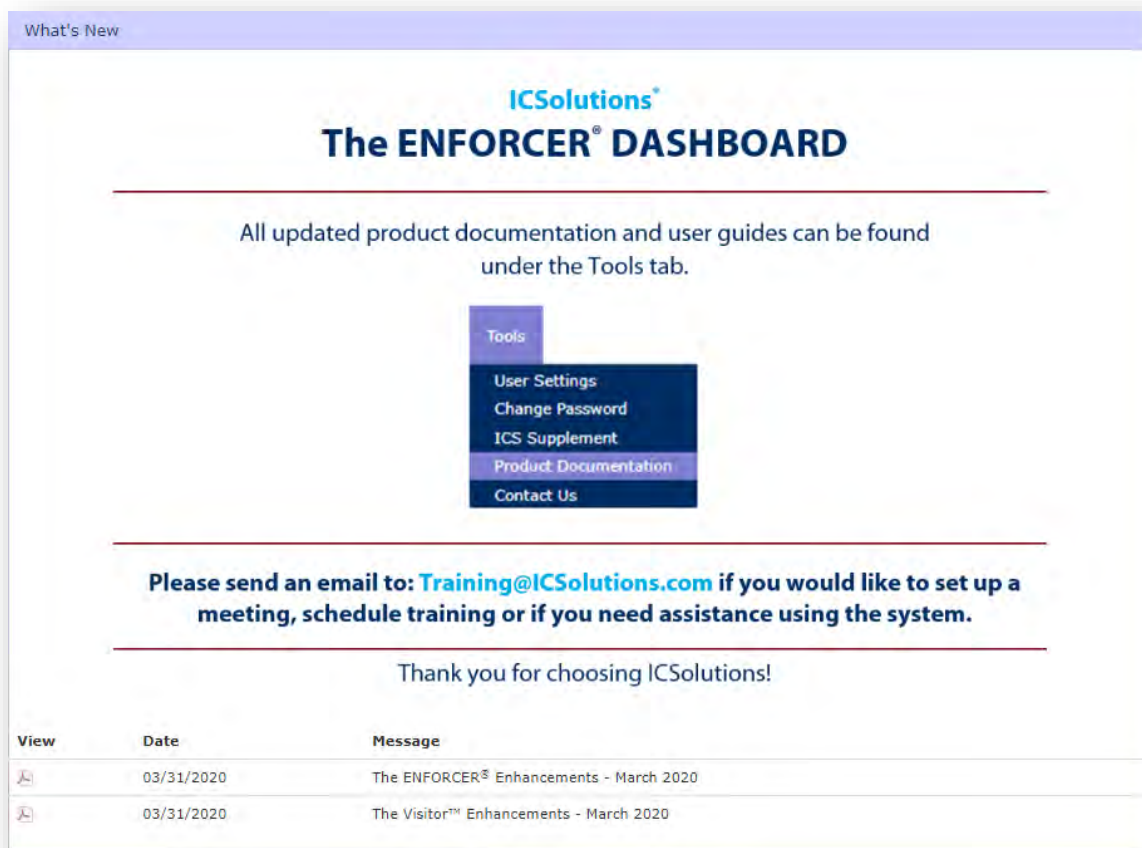
	- o Export Data and Recordings • Inmate Management • Complete training of various roles • Tablet/VVS Setup • Tablet Program Best Practices
Service & Maintenance	• Initiating Trouble Reports & Scheduling automatic progress notifications • Information Gathering & Preliminary Trouble shooting • Trouble Reporting and escalation • Viewing and reporting on trouble ticket histories
Training and User Reference Tools	• Quick Reference Guide • User Guide • Report Synopsis • Inmate Information Pamphlet in English & Spanish • Support Center • ICSolutions' and Support Team Contact Information

In addition to the printed training manuals, the full User Guide, Quick Guide, and Release Notes (describing changes in upgrades) are available to all authorized users directly through THE ENFORCER.

The screenshot shows the THE ENFORCER web application interface. At the top, there's a header with 'INMATE CALLING ICSolutions' on the left, 'THE ENFORCER®' in the center, and 'Jackson County Correctional Institution' on the right. Below the header is a navigation bar with links: Inmate, Global Numbers, Accounts, Monitor, Call Detail, Reports, Site Admin, Tools, and Logout. The main content area is titled 'Product Documentation for Inmate Calling Solutions' and includes a section 'Feel free to download these manuals'. Under 'CURRENT DOCUMENTATION', there are links for 'ENFORCER® Enhancements - March 2020', 'ENFORCER® Quick Reference Guide', 'ENFORCER® Investigative Suite Reference', 'ENFORCER® Reports Guide', and 'ICS Supplement Update Guide'. Under 'HISTORICAL ENHANCEMENTS AND RESOLVED ISSUES', there are links for 'The ENFORCER® Enhancements Summary' and 'The ENFORCER® Resolved Issues Summary'.

User Access to Product Documentation

In addition, all users will be notified through THE ENFORCER's Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

Inmate and End-Users Training Plan

ICSolutions offers several solutions to ensure that end users also have a transparent transition to the new system. First, we provide educational material for the housing and lobby areas to announce the upcoming transition date, calling and visitation rates, and ICSolutions' name, video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the County before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls are given a free one-minute call. After this, the called party can contact customer service, who can assist with account setup and funding. Customer Care call center professionals are available 24 x 7 x 365.

When inmate tablets are deployed, ICSolutions provides inmate training on the new tablet solution following distribution of the tablets to the housing areas.

Maintenance & Support Plan



**Complete Service
at No Cost**

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER inmate communications system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost to Webb County for this service.

Preventative Maintenance

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the County's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform preventative maintenance tasks.

Proactive System Performance Monitoring

THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

- **Call Volume Activity** – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
- **Network Availability** – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
- **Variances** – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.
- **System Monitoring** – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been

assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

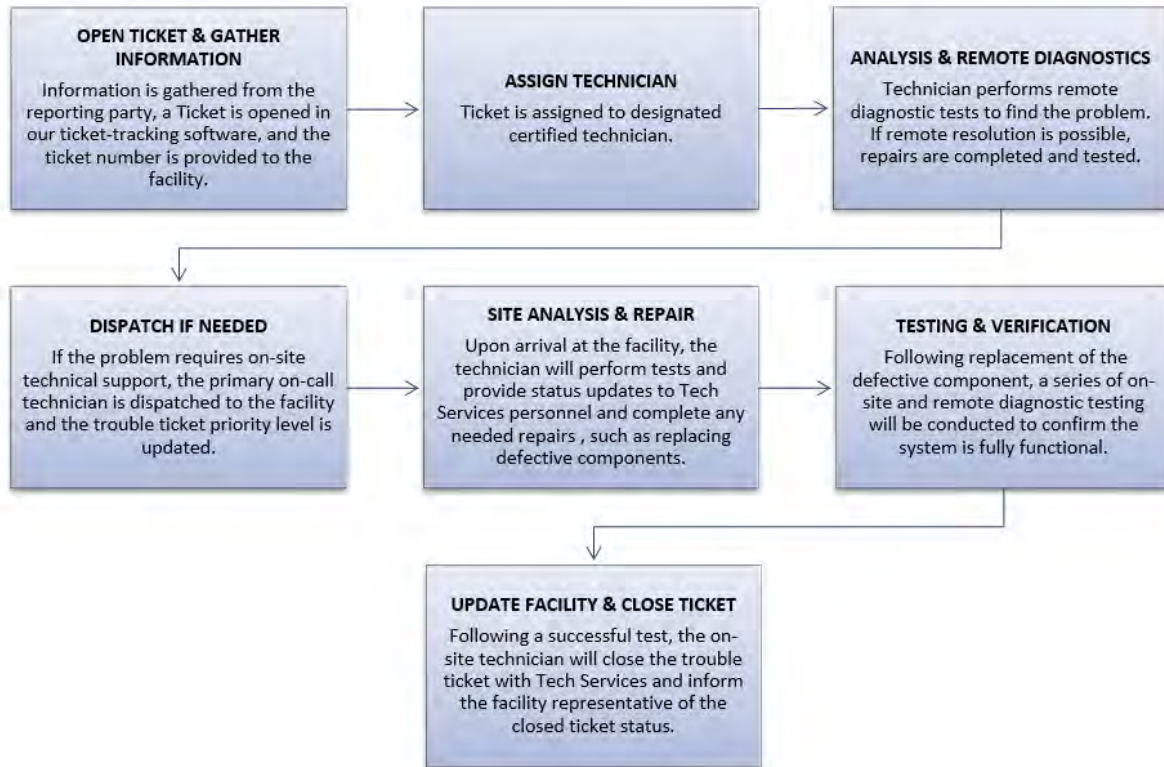
In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "The Patrol", which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:



TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

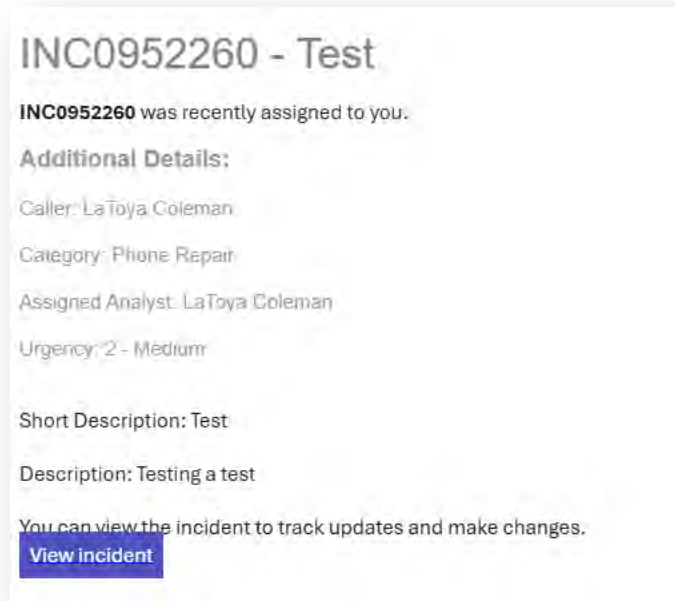
Seamless Trouble Ticketing & Tracking

ICSolutions utilizes the Service Now ticketing system. This system offers a seamless user experience. Service Now will allow facility staff to easily submit tickets directly via email and automatically receive emailed status updates related to the tickets they have submitted.

Any ticket created will automatically generate update emails any time a change or note is added. County staff can reply to the emails with additional information, and the ticket will be automatically updated with that information.



**Robust & Seamless
Trouble Ticketing
System**



Sample Service Now Email

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of Webb County.

Priority Level 1	- Multiple Housing Units not operational - Multiple intake phones out of service - Multiple Wi-Fi Access Points out of service - Entire System Failure	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	- One entire Housing Unit not Operational - One intake phone not working - Technical or Recording Failure - Recording Access Failure - Server Capacity Warning - Commissary Interface Failure	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	- One of multiple phones in a Housing Unit Not Operational - One of multiple kiosks or tablets in a housing unit not operational	Repair will begin by the end of the 2nd Business Day

Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of THE ENFORCER, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at correctional facilities and make every effort to perform remote repairs in order to minimize the need for site visits.

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	James Dawson Technical Support Manager Direct: 210-955-5537 Cell: 254-415-0902 email: james.dawson@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	David Urbina Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 durbina@icsolutions.com
Level Three	Barry Brinker Vice President, Technology Direct: 210-581-8111 Cell: 503-269-3018 email: bbrinker@icsolutions.com	David Urbina Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 durbina@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	David Urbina Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 durbina@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

- The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
- Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

- **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
- **P2 Issues** that are not solved within the standard four-hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
- **P3 issues** that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation technician will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Tablet Maintenance and Support

ICSolutions will be responsible for the ongoing maintenance of tablets and all other functions performed under this contract. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible. Please note that tablets being offered hereunder are subject to ICSolutions' standard Damage and Replacement Policy, a copy of which shall be provided upon request.

Site Administrator

Our proposal includes a dedicated Site Administrator/Technician stationed onsite. This ICSolutions-provided Site Administrator / Technician will be subject to County approval and fully certified on all ICSolutions products and services including phones, video visitation, and tablets. Assigning the tablet management duties to the Site Administrator will result in **substantial labor savings for facility staff**.

Responsibilities for this position can include but are not limited to:

- **Assist with tablet setup, maintenance, and solution management**
 - o Configure tablets for deployment
 - o Manage the tablet inventory & RMA process
 - o Regularly clean & inspect tablets
 - o Perform any tablet repairs that can be made onsite
 - o Maintain & repair tablet infrastructure, including charging stations
 - o Receive, review, & investigate complaints from inmates
- Assist visitors with video visitation enrollment and scheduling
- Assist with administrative, maintenance, and investigative tasks as assigned
- Regularly inspect & maintain all onsite equipment
- Assist with system administration, such as PIN management, running reports, burning recordings to CD, etc. as desired by the County
- Respond immediately to onsite repair requests
- Testify in court proceedings, as needed

Site administrators, local technicians, and subcontractors are fully trained onsite each facility's exact equipment, software, and system configurations.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. Webb County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained onsite on both THE ENFORCER and each facility's exact equipment and system configuration.



Regular Account Reviews

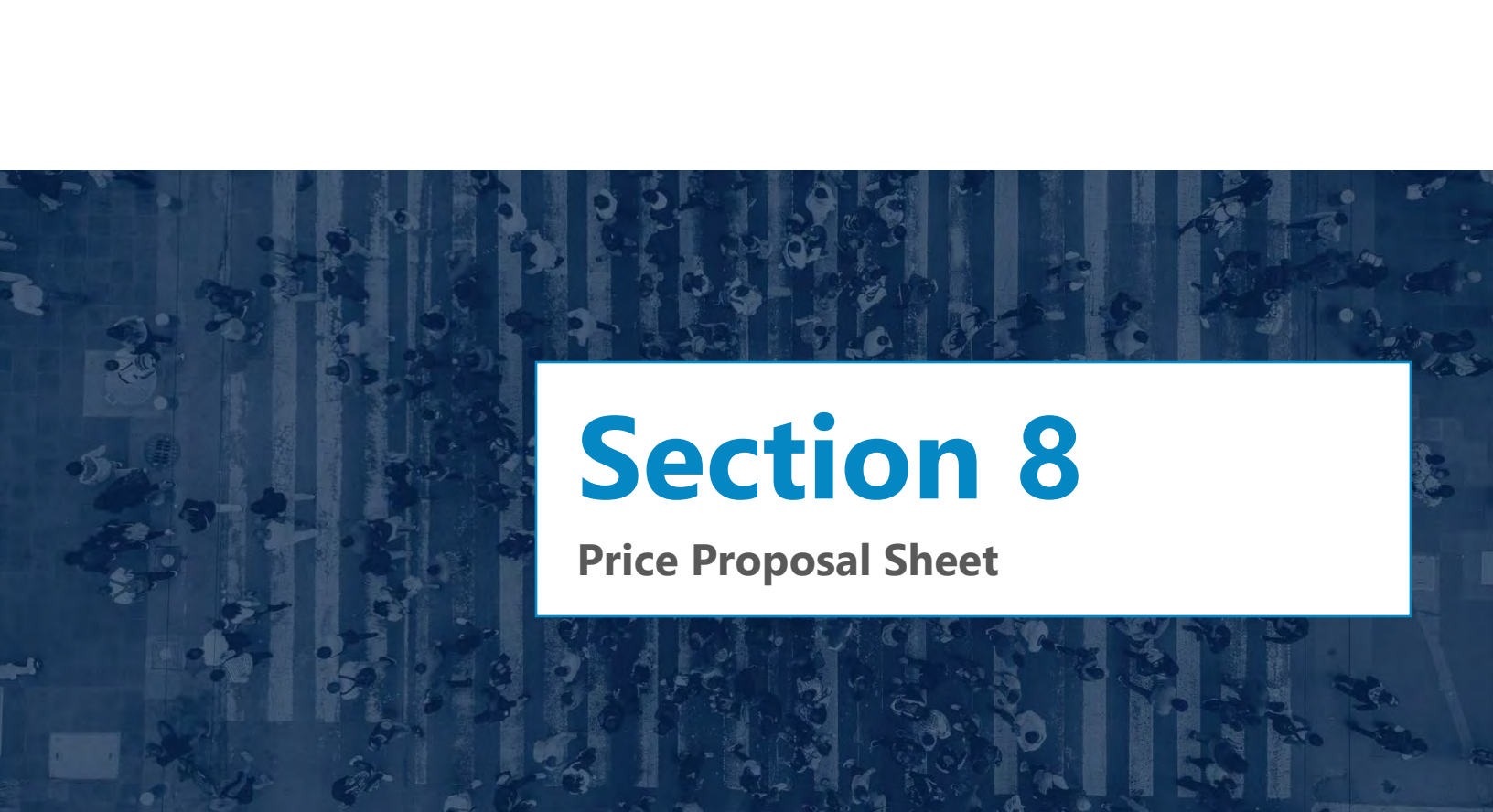
David Urbina, your Regional Account Manager, will schedule Account Review meetings with Webb County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable David to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.

Called Party Customer Service

ICSolutions' live customer service is available 24 hours a day, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish.

- Toll-free (888-506-8407) 24 Hours a Day
- User-Friendly Website: www.icsolutions.com

Customer service representatives are fully trained on ICSolutions products, services, and billing policies and they will be thoroughly trained on the details of the Webb County contract. ICSolutions' customer care call center is entirely in-house and is supervised and managed by our Operations Department and our Regional Account Managers to ensure that our service procedures adapt to meet each client's exact needs.



Section 8

Price Proposal Sheet

SECTION 8

Price Proposal Sheet

APPENDIX A – PRICE PROPOSAL SHEET

RFP No. 2026-006 –Webb County Inmate Telephone Services

All pricing shall be fully itemized, transparent, and inclusive of all fees, surcharges, and applicable costs. Rates must comply with FCC inmate calling service rate caps and Texas Commission on Jail Standards requirements. All amounts shall be expressed in U.S. dollars. Vendors must clearly identify whether each rate is per minute, per call, or flat fee, and must indicate whether taxes are applicable.

SECTION 1 – CALL RATE PROPOSAL

Please complete all applicable rate categories. Rates must reflect the total cost to the end user (inmate or called party).

A. Standard Call Rates

Call Type	FCC Cap (per min) – Medium Jails	Provider Proposed Base Rate (per min)	Add Facility Component \$0.02 (per min)	Total Proposed Rate (per min) must not exceed FCC Cap.
Local Collect Call	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Intralata (In-State) Collect Call	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Interlata (Out-of-Area, In-State) Collect Call	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Interstate (Out-of-State) Collect Call	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
International Call	\$0.12	Cost* + applicable domestic rate	\$0.02	Cost* + applicable domestic rate
Prepaid Collect Call (Local)	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Prepaid Collect Call (Interstate)	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Debit / Inmate Account Call (Local)	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Debit / Inmate Account Call (Interstate)	\$0.12	\$0.10 (Option 1) \$0.03 (Option 2)	\$0.02	\$0.12 (Option 1) \$0.05 (Option 2)
Video Call (if offered)	\$0.19	\$0.17	\$0.02	\$0.19

NOTE: Call Rates shown **do not include local, county, state and federal taxes, regulatory fees and billing fees.**

**For international calls, "cost" means ICSolutions' underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to FCC 47 CFR § 64.6010 (e).*

ICSolutions Response:

Consistent with the new FCC rules governing inmate calling and video visitation, the County agencies can recover up to \$0.02 per minute to cover their "legitimate, verifiable facility costs" associated with providing these services. The table above reflects this \$0.02-per-minute reimbursement as an included component of the proposed calling and video visitation rates.

Additional Rate Proposal Statement

Vendors may include additional proposed calling or video service rate categories not specifically listed in this price proposal sheet, **provided that all such rates strictly comply with the most recent Federal Communications Commission (FCC) regulations** applicable to incarcerated people's communications services and include, where required, the **\$0.02 per-minute facility component fee** authorized under the most current FCC interim order.

Any additional rate proposals must:

1. Clearly identify the **call or video service type** (e.g., specialized video platform, extended-duration call package, or international call rate);
2. Specify whether the rate applies to **intrastate, interstate, or international** communications;
3. Demonstrate that the **total per-minute consumer charge** (including any applicable facility component) does **not exceed the FCC rate caps** established for the facility's size classification; and
4. Be accompanied by a brief justification or description for the County's evaluation and consideration.

*The County reserves the right to **accept, or reject** any additional rate proposals at its sole discretion if deemed inconsistent with FCC requirements, Texas Commission on Jail Standards (TCJS) regulations, or the County's policies.*

ICSolutions Response:

In addition to the phone and video calling rates described on the previous page, ICSolutions proposes the following usage rates for our tablet services.

Option 1 – Lower Tablet Rates

Service	Usage Rate
Streaming Tablet Content	\$0.03 per minute
Email / Text / Photo Sharing	\$0.10 per message / photo

Option 2

Service	Usage Rate
Streaming Tablet Content	\$0.05 per minute
Email / Text / Photo Sharing	\$0.25 per message / photo

These tablet services are not regulated by the FCC; thus, no caps apply, and our competitors charge as much as \$0.07 per minute for streaming content and \$0.50 per message or photo. ICSolutions offers a substantially better value to inmates and their loved ones.

Additionally, because tablet services are not regulated, revenue-based commissions may be paid for these services. However, per RFP Section 2.1, and as reiterated in the County's answers to vendor questions, the County will not accept any commissions or equivalent financial compensation, including for tablet services. As such, our offer does not include commissions of any kind.

No Additional Fees

Under the FCC rules, **no funding fees or additional charges** may apply to prepaid or debit accounts used for phone calls or video visitation. Some vendors create separate tablet accounts to impose extra fees – since FCC regulations don't yet cover tablets – but **ICSolutions rejects this practice**. This approach reduces inmates' funds for communication and tablet services. ICSolutions uses one SINGLE COMMUNICATIONS ACCOUNT for all services, with **no extra fees of any kind**.

For example, our competitors charge a funding fee up to \$5.95 per tablet deposit; so if someone were to deposit \$10.00 into a tablet account, only \$4.05 is left to spend on tablet services.

Because ICSolutions does not charge such fees, we allow the full deposit amount to be used to pay for actual services, delivering **better value to consumers**.

No Per-Minute Cost for Messaging

ICSolutions would like to point out that – unlike other tablet vendors – ICSolutions **does not charge** a per-minute tablet usage rate when inmates access the messaging apps to read or write messages or to retrieve photos. The only charge related to our messaging applications is the per-message rate that is charged to the inmate or public user when they send a message.

The KEEP FAMILIES CONNECTED™ Program *Only from ICSolutions!*

Keeping inmates connected to their families during incarceration is a key factor in reducing recidivism and maintaining security in a correctional facility. Consistent with the goal of offering affordable communication services, our offer includes the provision of **two (2) free calls and one (1) free remote visit per week for every inmate, and one (1) free email/text message per day for every inmate**, for the duration of the contract term including all exercised renewal periods.

In its evaluation of our proposed rates, we urge the County to consider the significant value of this free communication program. This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden on inmates and their friends and family.

Included Technology & Services

In addition to the compensation described above, our offer includes the following technology and services at no cost to the County:

THE ENFORCER® Inmate Calling Platform

- ✓ 84 inmate telephones
 - o Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ 41 visitation phone sets connected to THE ENFORCER for monitoring & recording
- ✓ Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates
- ✓ Inmate voicemail messaging
- ✓ Redundant data storage in our Atlanta and San Antonio data centers
- ✓ Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ Unlimited ENFORCER user licenses

Transcription & Translation for All Inmate Communications

- ✓ All calls and visits are automatically transcribed upon completion
- ✓ Artificial Intelligence creates an **AI Summary of each conversation**
- ✓ Keyword search tools help locate words and phrases of interest
- ✓ Translation available in multiple languages for inmate grievances, email messages, calls, & visits
 - o Officers & inmates can write grievances & responses in separate languages

THE ENFORCER® Investigative & IVR Suite

- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System

- ✓ 120 tablets with 8" screens
- ✓ 24 inmate kiosks with 17" screens for video visitation
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - o Operate the Tablet Distribution System described below for tablet checkout/in
 - o With 8" touchscreens, stations are also fully functional inmate kiosks that serve as additional backup to tablets and video visitation kiosks
- ✓ Secure communication made easy using handheld tablets & kiosks
 - o Remote video visitation, with network bandwidth provided by ICSolutions
 - o Inmate email / text messaging and inbound photo sharing
 - o Encrypted messaging with registered attorneys, with **DocuSign signature** capture
 - o Inmate calling through ICSolutions' ENFORCER platform
- ✓ FREE access to scanned postal mail
- ✓ FREE inmate self-service apps
 - o Commissary ordering + balance check
 - o Bonds / court dates
 - o Customizable forms
 - o Grievance reporting + inmate requests
 - o Medical requests / sick call
 - o Inmate handbook & other facility documents
- ✓ FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education
- ✓ FREE premium educational content from **Edovo Core**
 - o Full library, GED prep, behavioral therapy, vocational training, and more

- o Enables the County to upload its own content
- o Supports continued learning after release, at no cost to the County or user
- ✓ **FREE Daystar Prison Ministry religious television streaming app**
- ✓ **FREE life skills educational content from ACCI**
- ✓ One-of-a-kind PRESENTATION APP to facilitate **teacher-led learning, religious services, and other live group instruction**
- ✓ FREE eBooks, including religious materials
- ✓ FREE Purple video relay service to ensure ADA compliance
- ✓ FREE access to the digital law library
- ✓ Large collection of streaming entertainment content available – music, movies, sports, games, etc.

Unique BRIDGE 8.0™ Tablet Distribution System

- ✓ Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- ✓ Kiosk camera photographs each inmate who accesses the system
- ✓ Only the inmate who checked out a tablet can operate it
- ✓ System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- ✓ Forces each inmate to return a previous tablet before they can check out another
- ✓ **Minimizes staff involvement in managing tablet distribution & collection**

Offsite Personal Mail Scanning

- ✓ Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- ✓ Delivered to inmates via the inmate tablets & kiosks

Onsite Legal Mail Scanning

- ✓ Inmates will open and scan legal mail in the presence of an officer, who then assigns the scanned mail to the correct inmate
- ✓ Inmate enters their tablet PIN to verify they were present during mail opening
- ✓ Scanned mail is viewable via THE BRIDGE's Messaging app & can also be printed
- ✓ Includes a cart-mounted scanner/copier & shredder for portability to inmate locations

Lexis Nexis Law Library Subscription

- ✓ Accessible via the inmate tablets & kiosks
- ✓ Simple and complex searching of Federal and State case law, statutes, and administrative law

JMS & Commissary/Banking Interfaces

- ✓ Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - o A single Debit Account to pay for all phone, video, & tablet services
- ✓ Automated inmate ID/PINs

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Initial and ongoing training for all County users
- ✓ **Dedicated Site Administrator / Technician stationed onsite full-time** to perform routine maintenance and emergency onsite service
 - o Can assist with **scanning legal mail**, if desired by the County
 - o Can assist with **administering inmate tablets**
 - o Can assist visitors with registration & scheduling

- o Can assist with other administrative and investigative tasks
- o Available to respond immediately to onsite repair requests
- o Available to testify in court proceedings
- o Will regularly inspect & maintain onsite equipment
- ✓ Local technicians to provide backup onsite support as needed
- ✓ 24 x 7 x 365 live, U.S.-based service for County staff and public users
- ✓ All-inclusive support and repair/replace maintenance package

Please note that equipment quantities listed above reflect our best understanding of the County's needs, based upon information provided in the RFP process, and are negotiable upon request.

Optional Technology

This proposal also includes information about our ability to provide NoteActive software and hardware for officer rounds and inmate tracking, and ceiling-mounted and wearable health monitoring options.

The costs for these optional services are described below. The costs for these services, if deployed, can be invoiced to the County or deducted from monthly Cost Recovery payments.

NoteActive

To assist with officer rounds and inmate tracking, ICSolutions can offer NoteActive software licenses and handheld devices. The cost for this optional technology is \$250.00 per license per month + \$700 one-time per handheld device.

Inmate Health Monitoring

ICSolutions has researched multiple options for Health Monitoring, and we invite the County to select the option that best meets your needs.

Health Monitoring Solution	Pricing
Cell Guardian	\$14,400 one-time cost + \$34,272 annual maintenance
IntegrityQ	\$60,000 one-time cost + \$14,400 annual maintenance
4Sight OverWatch Bracelets	\$28,107 one-time cost + \$53,000 annual maintenance

These are direct costs from the manufacturers, passed through with no markup from ICSolutions. Again, costs may be invoiced to the County or deducted from monthly Cost Recovery payments. Both options comply with FCC rules.

Vendor Price Certification and Authorization

By signing below, the undersigned **authorized representative** of the Vendor hereby certifies, affirms, and agrees to the following:

1. The **rates and fees** submitted in this Price Proposal Sheet are accurate, complete, and represent the Vendor's **final proposed prices** for all inmate calling and video services offered under this solicitation.
2. All rates **comply with the most recent Federal Communications Commission (FCC)**

- regulations governing Incarcerated People's Communications Services (IPCS), including the **rate caps** applicable to medium-sized county jail facilities (400–600 inmates) and the **\$0.02 per-minute facility component fee** permitted under the most current FCC interim order.
3. The Vendor affirms that **no prohibited site commissions, ancillary fees, or hidden charges** will be imposed, directly or indirectly, on consumers or the County, and that all rates are presented in full accordance with FCC and Texas Commission on Jail Standards (TCJS) requirements. (See Section 2.1 of RFP)
 4. The Vendor agrees that, upon award, these rates will remain in effect for the duration of the contract term unless otherwise adjusted by subsequent FCC rulemaking or as mutually agreed to in writing by the County.
 5. The undersigned further certifies that they are **duly authorized** to submit this proposal and to bind the Vendor to the prices and representations contained herein

Vendor Name: Inmate Calling Solutions, LLC

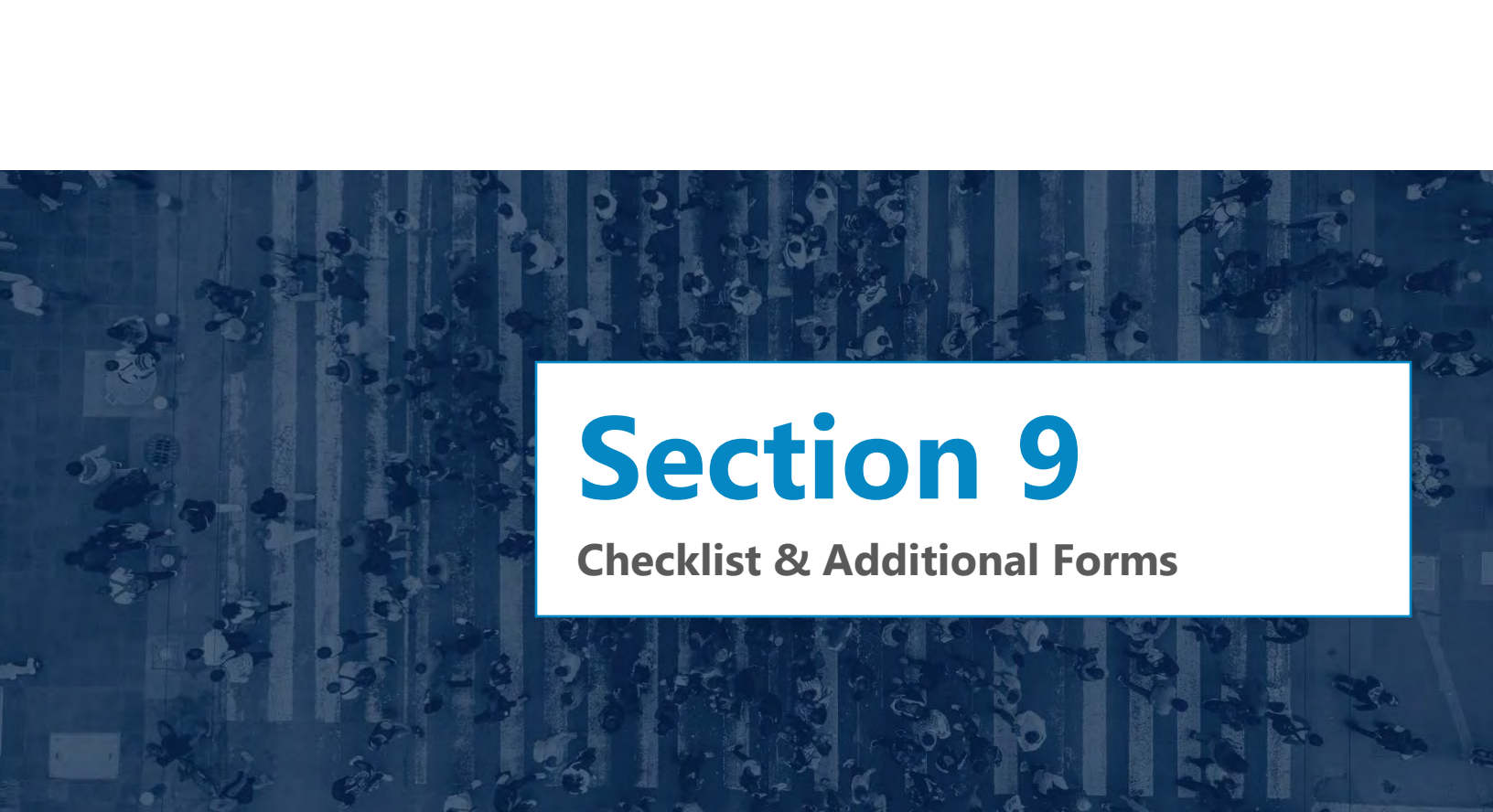
Authorized Representative (Print Name): Mike Kennedy

Title: Vice President Sales & Marketing

Signature: 

Date: 03/20/2026

Email / Phone: rfp@icsolutions.com / (866) 220-4040



Section 9

Checklist & Additional Forms

THIS FORM MUST BE INCLUDED WITH RFP PACKAGE; PLEASE CHECK OFF EACH ITEM INCLUDED WITH RFP PACKAGE AND SIGN BELOW TO COMPLETE SUBMITTAL / CONFIRMATION OF EACH REQUIRED ITEM.

“Webb County Inmate Telephone Services”

- ☐ Reference Form
- ☐ Conflict of Interest Form (CIQ)
- ☐ Webb County Code of Ethics Affidavit
- ☐ House Bill 89 Form
- ☐ Senate Bill 252 Form
- ☐ Proof of No Delinquent Tax Owed to Webb County
- ☐ Appendix A Price Sheet



Signature of Person Completing this Package

Date

References Form

Please list at minimum five (5) local governmental entities where similar scope of services were provided.

THIS FORM MUST BE RETURNED WITH YOUR OFFER.

REFERENCE ONE

Government/Company Name: _____

Address: _____

Contact Person and Title: _____

Phone: _____ Fax: _____

Email Address: _____ Contract Period: _____

Description of Goods / Services Provided: _____

REFERENCE TWO

Government/Company Name: _____

Address: _____

Contact Person and Title: _____

Phone: _____ Fax: _____

Email Address: _____ Contract Period: _____

Description of Goods / Services Provided: _____

REFERENCE THREE

Government/Company Name: _____

Address: _____

Contact Person and Title: _____

Phone: _____ Fax: _____

Email Address: _____ Contract Period: _____

Description of Goods / Services Provided: _____

REFERENCE Four

Government/Company Name: _____

Address: _____

Contact Person and Title: _____

Phone: _____ Fax: _____

Email Address: _____ Contract Period: _____

Description of Goods / Services Provided: _____

REFERENCE Five

Government/Company Name: _____

Address: _____

Contact Person and Title: _____

Phone: _____ Fax: _____

Email Address: _____ Contract Period: _____

Description of Goods / Services Provided: _____

- **Additional pages are permitted if more space is required**

Space intentionally left Blank

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7


Signature of vendor doing business with the governmental entity

Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

- (2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed; or

- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

- (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

**WEBB COUNTY PURCHASING DEPT.
QUALIFIED PARTICIPATING VENDOR CODE OF ETHICS
AFFIDAVIT FORM**

STATE OF TEXAS *

KNOW ALL MEN BY THESE PRESENTS:

COUNTY OF WEBB *

BEFORE ME the undersigned Notary Public, appeared Michael Kennedy, the herein-named "Affiant", who is a resident of Duval County, State of Florida, and upon his/her respective oath, either individually and/or behalf of their respective company/entity, do hereby state that I have personal knowledge of the following facts, statements, matters, and/or other matters set forth herein are true and correct to the best of my knowledge.

I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby confirm that I have reviewed and agree to fully comply with all the terms, duties, ethical policy obligations and/or conditions as required to be a qualified participating vendor with Webb County, Texas as set forth in the Webb County Purchasing Code of Ethics Policy posted at the following address: <http://www.webbcountytexas.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>

I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby further acknowledge, agree and understand that as a participating vendor with Webb County, Texas on any active solicitation/proposal/qualification that I and/or my company/entity failure to comply with the Code of Ethics policy may result in my and/or my company/entity disqualification, debarment or make void my contract awarded to me, my company/entity by Webb County. I agree to communicate with the Purchasing Agent or his designees should I have questions or concerns regarding this policy to ensure full compliance by contacting the Webb County Purchasing Dept. via telephone at (956) 523-4125 or e-mail to the Webb County Purchasing Agent to joel@webbcountytexas.gov.

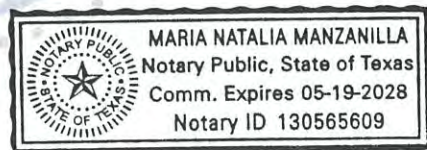
Executed and dated this 20th day of March, 2026.



Signature of Affiant

Michael Kennedy, Inmate Calling Solutions, LLC

Printed Name of Affiant/Company/Entity



SWORN to and subscribed before me, this 20th day of March, 2026



NOTARY PUBLIC, STATE OF TEXAS

Offeror: Complete & Return this Form with Response Submission.

House Bill 89 Verification

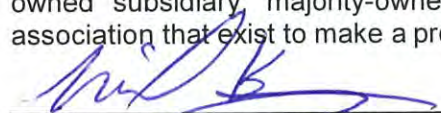
I, Michael Kennedy, the undersigned representative of (company or business name) Inmate Calling Solutions, LLC (heretofore referred to as company) being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or an limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business association that exist to make a profit.



Signature of Company Representative

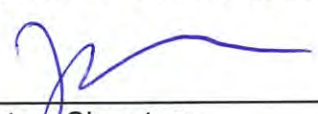
03/20/2026

Date

On this 20th day of March, 2026, personally appeared

Michael Kennedy, the above named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

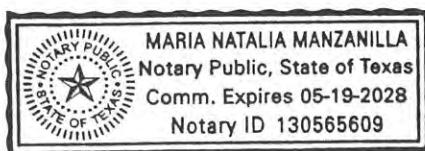
Notary Seal



Notary Signature

03/20/2026

Date



Offeror: Complete & Return this Form with Response Submission.
Senate Bill 252 Certification

SB 252 CHAPTER 2252 CERTIFICATION I, _____, the undersigned representative of _____ (Company or business name) being an adult over the age of eighteen (18) years of age, pursuant to Texas Government Code, Chapter 2252, Section 2252.152 and Section 2252.153, certify that the company named above is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153. I further certify that should the above-named company enter into a contract that is on said listing of companies on the website of the Comptroller of the State of Texas which do business with Iran, Sudan or any Foreign Terrorist Organization, I will immediately notify Mr. Jose Angel Lopez III, Webb County Purchasing Agent at (956) 523-4125 or via email at joel@webbcountytx.gov

_____ Name of Company Representative (Print)

 _____ Signature of Company Representative

_____ Date

PROOF OF NO DELINQUENT TAXES OWED TO WEBB COUNTY

Name Inmate Calling Solutions LLC owes no delinquent property taxes to Webb County.

Inmate Calling Solutions LLC owes no property taxes as a business in Webb County.
(Business Name)

Inmate Calling Solutions LLC owes no property taxes as a resident of Webb County.
(Business Owner)

M E Morales
Person who can attest to the above information

*** SIGNED NOTORIZED DOCUMENT AND PROOF OF NO DELINQUENT TAXES TO WEBB COUNTY.**

The State of Texas
County of Webb

Before me, a Notary Public, on this day personally appeared Maria Elena Morales, know to me (or proved to me on the oath of Maria Elena Morales to be the person whose name is subscribed to the forgoing instrument and acknowledged to me that he executed the same for the purpose and consideration therein expressed.

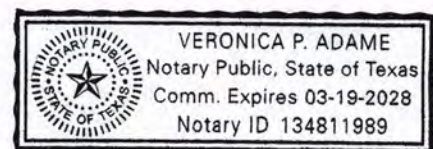
Given under my hand and seal of office this 18 day of November 2025.

Notary Public, State of Texas

Veronica P. Adame

(Print name of Notary Public here)

My commission expires the 19 day of March 2028



ADDENDUM No. 1 TO THE RFP DOCUMENTS

Addendum Date: March 12, 2026

RFP DOCUMENT NUMBER RFP 2026-006

“Inmate Telephone Services”

A. This Addendum shall be considered part of the RFP documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Addendum shall govern and take precedence. **RESPONDENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR BIDS/PROPOSALS.**

B. Respondent are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each bidder's proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

Except as described below, the original RFP document remains unchanged. The RFP documents are modified and/or clarified, as follows:

- **The Appendix A Price Sheet has been renamed.
“Appendix A Price Proposal Sheet”**

**RESPONDENT MUST ACKNOWLEDGE THIS ADDENDUM BY
SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO
THE PROPOSAL FORM(S):**

Company Name

Contact Person

Signature



Date

THIS CONCLUDES ADDENDUM NO. 1 IN ITS ENTIRETY.

This Addendum is being transmitted electronically via our E-Bid site @ <https://webbcountyebid.ionwave.net/Login.aspx>. If you have any questions, please direct them to; Juan Guerrero Jr. (956) 523-4149 or email at juguerrero@webbcountytexas.gov

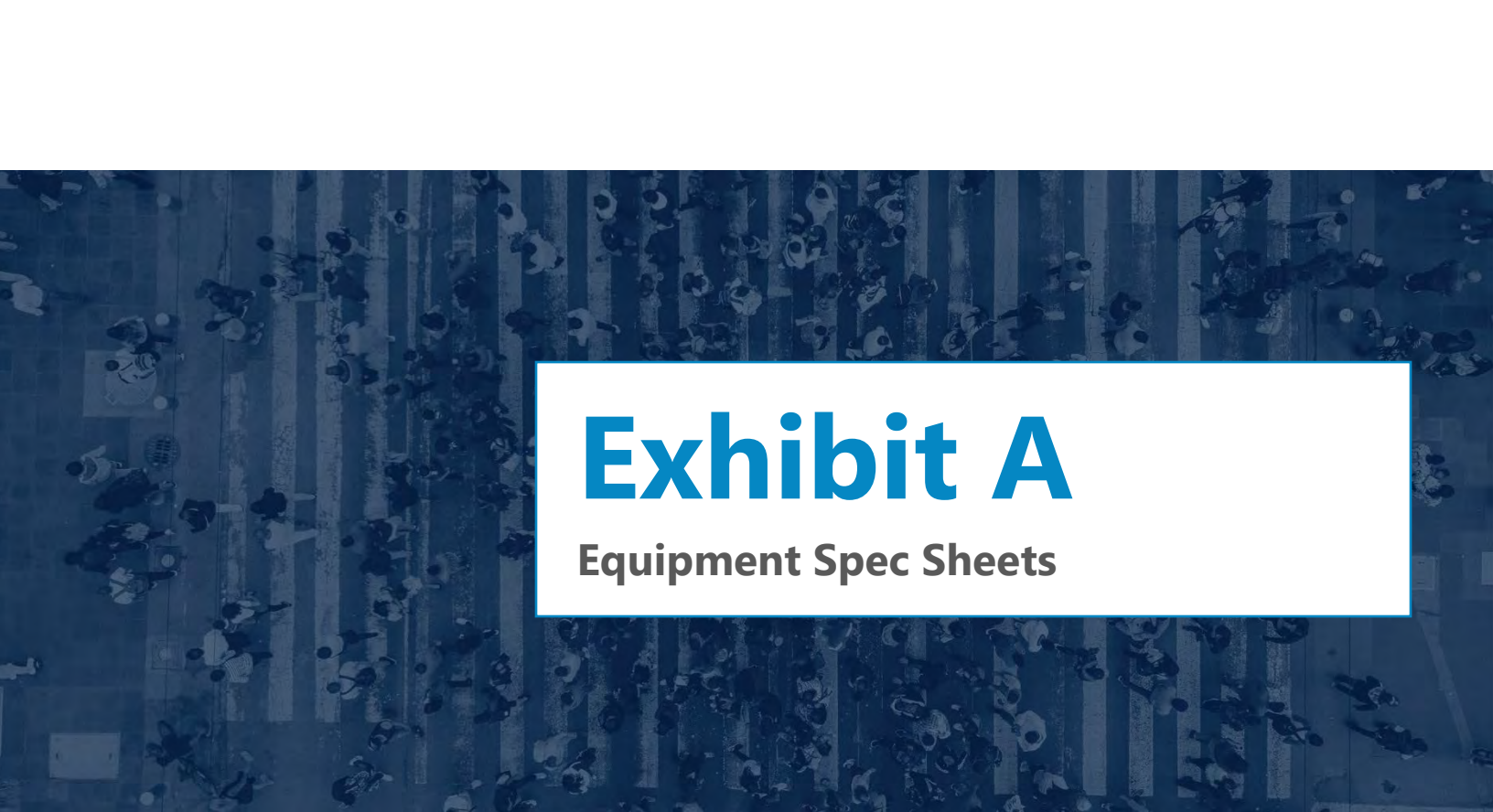


Exhibit A

Equipment Spec Sheets

Mini Stainless Steel

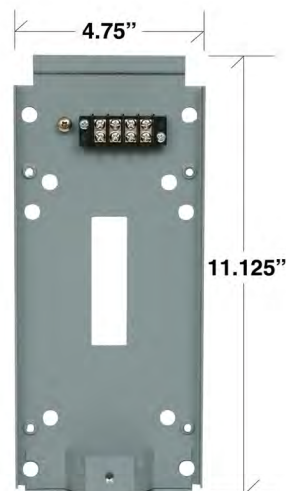
7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



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Wintel® Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates “Can’t be heard” complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear® Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino® Handset
DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear® is new and patented technology, found ONLY at Wintel®
The sound is much Louder, Clearer and Crisper with DuraClear®.



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

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Half Size

Stainless Steel

7005SS

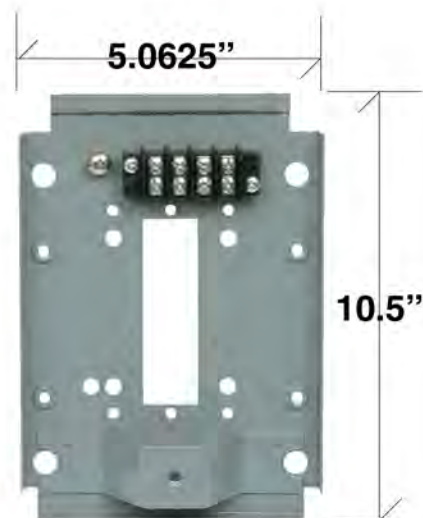


- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

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Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

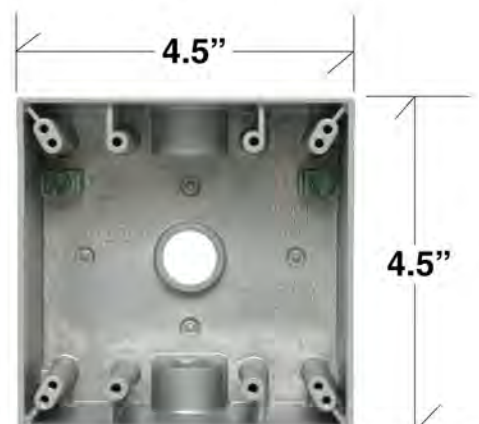
ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module

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THE BRIDGE 8.0 Inmate Tablet

THE BRIDGE 8.0 tablet is the most durable in the corrections marketplace. This new generation tablet is fully encased. In fact, there are no fasteners or seams to attract inmate attention. The solid sealed casing technology maximizes resistance to tampering and destruction. Our tablet exceeds the MIL specification requirement for drop testing. During development testing, this unit survived 50+ drops from 6 feet onto concrete.

Tablet Specifications

- **Display:** 8" color monitor with a resolution of 1280x800
- **Touch Screen:** Protected by a polycarbonate touch frame instead of glass, which protects from breakage and intrusion
- **Camera:** High-resolution camera enabled for video visitation and optional photo for log in
- **Processor:** Intel(R) Atom™ x5-Z8350 CPU @ 1.44 GHz (4 virtual) (X86)
- **Memory:** 2GB RAM
- **Operating System:** Windows 10 OS
- **Casing:** One-piece hardened plastic tamper-and drop-resistant casing
- **Durability:** Exceeds MILSPEC standard for drop testing
 - During development testing, this unit survived 50+ drops from 6 feet onto concrete.
- **Construction:** Factory-sealed with no fasteners or seams
- **Security:** No access to tablet controls = no access to boot menus and NO Jailbreaking!
- **Volume Control:** Touchscreen volume control (ADA compliance)
- **Connectivity:** Operates via Secure Wi-Fi connection
- **Audio:** 3.5mm headphone jack
 - Tablets do not have an internal speaker and require headphones or earphones to hear content.
- **Controls:** Power on/off button is the only physical control button accessible to inmates
- **Dimensions:** 9 x 5.75 x 1 inches
- **Weight:** 1 lb. 12 oz.
- **Battery Life:** 8 hours, 12 hours at idle, 2.5 hours recharge
- **Audio Quality:** High-quality stereo audio with a standard bitrate of 64 Kbps (supports various bitrates based on source)
- **Video Quality:** Video broadcast-quality around 368 Kbps (WebRTC)



The Bridge™ Tablet Distribution Kiosk

The Tablet Distribution Kiosk is constructed of heavy-duty 14-gauge steel, with a shatterproof handset, no removable parts and an 8" hardened touch frame monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1,000 foot-pounds of pull power. Completely encased and tamper-preventive intrusion locks guard against potential vandalism.



10-Bay Charger

- 8" color monitor display running 1280x768
- Touchscreen Monitor protected by Polycarbonate outer shell protects from breakage and intrusion
- High-resolution camera
- Lexan handsets
- Factory-Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Touchscreen volume control (ADA compliance)
- Adjustable handset cord lengths (24" standard)
- Heavy duty housing to protect unit from intrusion or tampering
- Mounting rated at 2,000 foot-pounds pull-off power
- Secures 5, 10, or 20 Tablets for automated distribution
- Operates independently as a standalone multifunctional kiosk as needed
- Operates via LAN or Wi-Fi connection

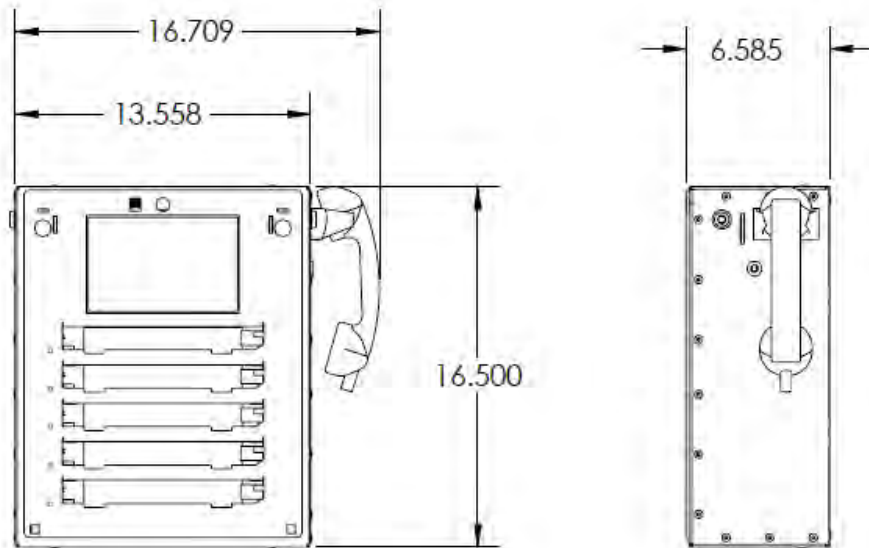


20-Bay Charger

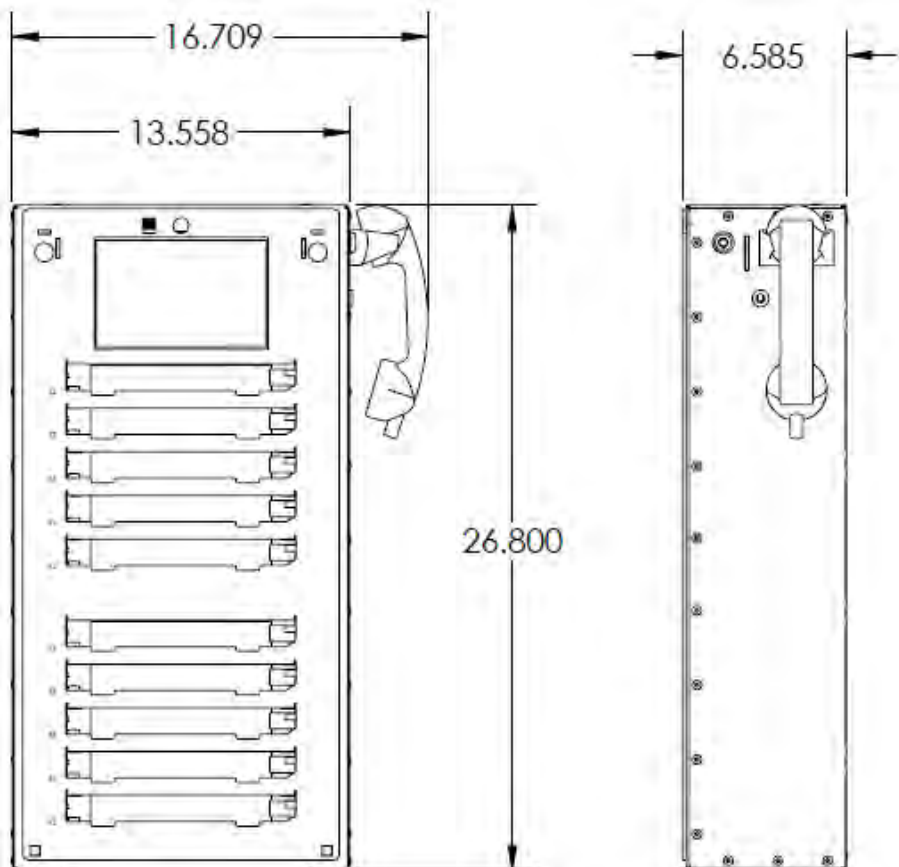
The Tablet Distribution Kiosk offers high-quality stereo audio with bitrate of 480,000 bps and broadcast-quality video of 400,000 bps that meets industry standards. The default video resolution stream is 1024 by 768.

Sample drawings of the sizes and construction of the kiosk enclosures are shown below.

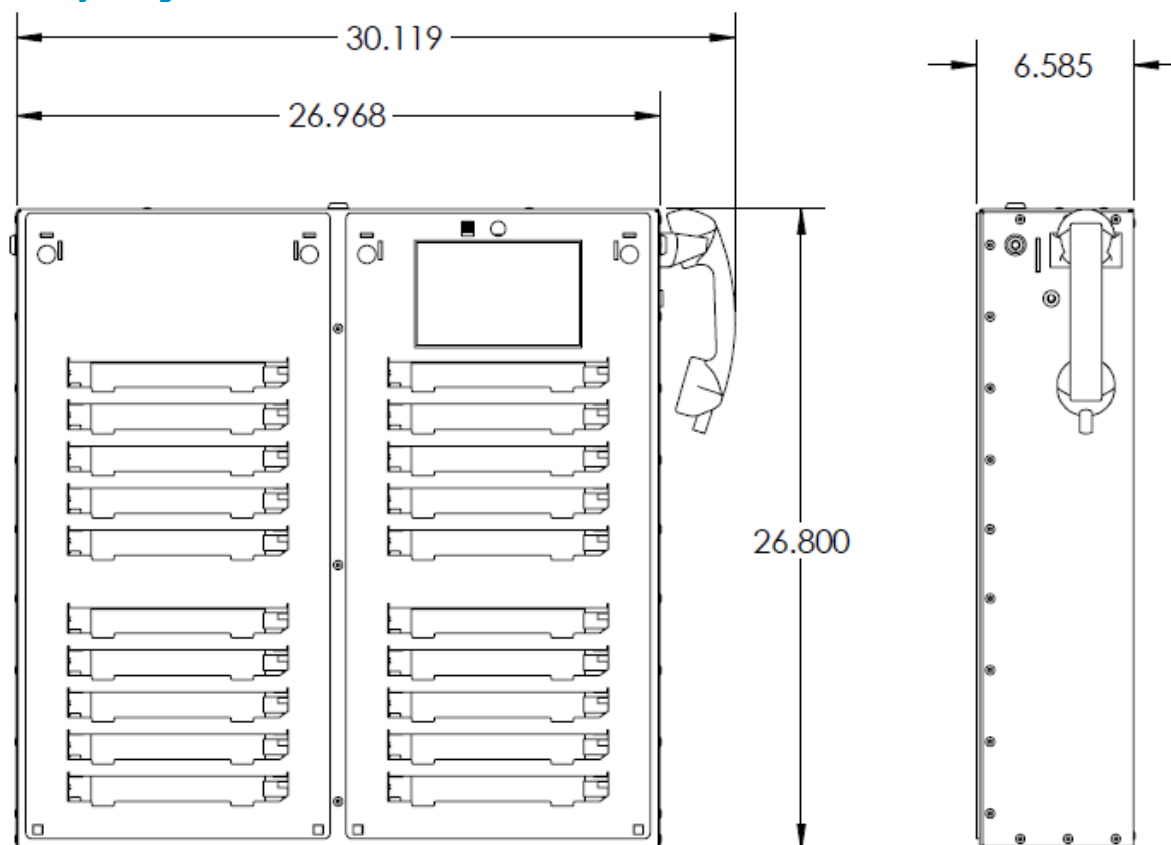
5-Bay Charger



10-Bay Charger



20-Bay Charger



THE BRIDGE™ Video Visitation Kiosk with Touchscreen Monitor

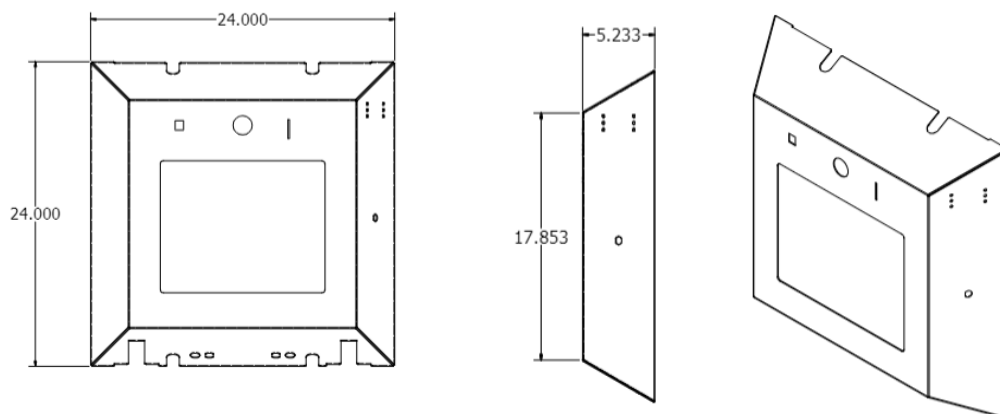
THE BRIDGE video visitation stations are constructed of heavy duty, 14-gauge steel, with a shatterproof handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1,000 foot-pounds of pull power. Completely encased and tamper-preventive intrusion locks guard against potential vandalism.



- 17" color monitor, 4:3 display running 1024x768
- Touch-screen Monitor protected by Polycarbonate outer shell to prevent breakage and intrusion
- High-resolution camera
- Lexan handsets
- Factory-sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504-compliant)
- Touchscreen volume control (ADA compliance)
- Adjustable handset cord lengths (24" standard)
- Heavy duty housing to protect unit from intrusion or tampering
- Mounting rated at 2,000 foot-pounds pull-off power

THE BRIDGE offers high-quality stereo audio with bitrate of 480,000 bps and broadcast-quality video of 400,000 bps that meets industry standards. The default video resolution stream is 1024 by 768.

Sample drawings of the size and construction of the Video Visitation kiosk enclosures are provided below:





UniFi® HD

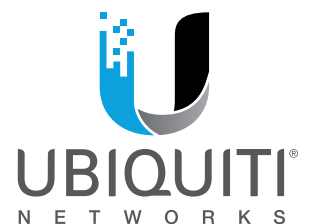
802.11ac Wave 2 Enterprise Wi-Fi Access Point

Model: UAP-AC-HD

Simultaneous Dual-Band 4x4 Multi-User MIMO

Four-Stream 802.11ac Wave 2 Technology

802.3at PoE+ Compatibility





Scalable Enterprise Wi-Fi Management

UniFi® is the revolutionary Wi-Fi system that combines enterprise performance, unlimited scalability, and a central management controller. The UniFi HD AP has a refined industrial design and can be easily installed using the included mounting hardware.

Easily accessible through any standard web browser and the UniFi app (iOS or Android™), the UniFi Controller software is a powerful software engine ideal for high-density client deployments requiring low latency and high uptime performance.

Use the UniFi Controller software to quickly configure and administer an enterprise Wi-Fi network – no special training required. RF map and performance features, real-time status, automatic UAP device detection, and advanced security options are all seamlessly integrated.

Features

Save Money and Save Time UniFi comes bundled with a non-dedicated software controller that can be deployed on an on-site PC, Mac, or Linux machine; in a private cloud; or using a public cloud service. You also have the option of deploying the compact UniFi Cloud Key with built-in software.

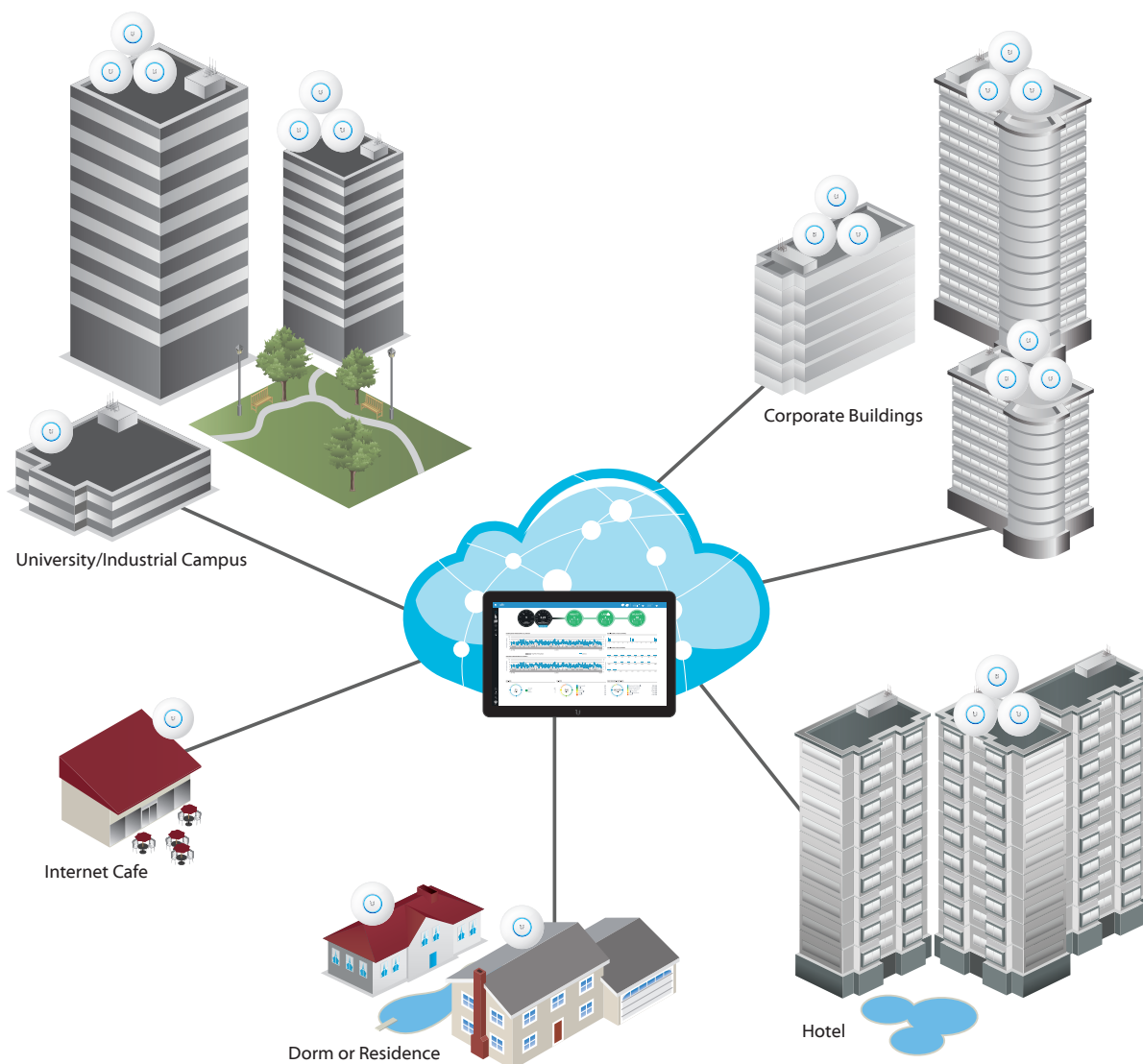
Powerful Hardware The UniFi HD AP features the latest in Wi-Fi 802.11ac Wave 2 MU-MIMO technology.

Intuitive UniFi Controller Software Configure and manage your APs with the easy-to-learn user interface.

Expandable Unlimited scalability: build wireless networks as big or small as needed. Start with one (or upgrade to a five-pack) and expand to thousands while maintaining a single unified management system.

Extend Your Coverage

With the UniFi Controller software running in a NOC or in the cloud, administrators can manage multiple sites: multiple, distributed deployments and multi-tenancy for managed service providers. Below are some deployment examples.



UniFi Controller

Packed with Features

Use the UniFi Controller to provision thousands of UniFi APs, map out networks, quickly manage system traffic, and provision additional UniFi APs.

View Your RF Environment

Use the RF environment functionality of the UniFi HD AP to detect and troubleshoot nearby interference, analyze radio frequencies, choose optimal AP placement, and configure settings.

Powerful RF Performance Features

Advanced RF performance and configuration features include spectral analysis, airtime fairness, and band steering.

Detailed Analytics

Use the configurable reporting and analytics to manage large user populations and expedite troubleshooting.

Wireless Uplink

Wireless Uplink functionality enables wireless connectivity between APs for extended range. One wired UniFi AP uplink supports up to four wireless downlinks on a single operating band, allowing wireless adoption of devices in their default state and real-time changes to network topology.

Guest Portal/Hotspot Support

Easy customization and options for Guest Portals include authentication, Hotspot setup, and the ability to use your own external portal server. Use UniFi's rate limiting for your Guest Portal/Hotspot package offerings. Apply different bandwidth rates (download/upload), limit total data usage, and limit duration of use.

All UniFi APs include Hotspot functionality:

- Built-in support for billing integration using major credit cards.
- Built-in support for voucher-based authentication.
- Built-in Hotspot Manager for voucher creation, guest management, and payment refunds.
- Full customization and branding of Hotspot portal pages.

Multi-Site Management

A single UniFi Controller running in the cloud can manage multiple sites: multiple, distributed deployments and multi-tenancy for managed service providers. Each site is logically separated and has its own configuration, maps, statistics, guest portal, and administrator read/write and read-only accounts.

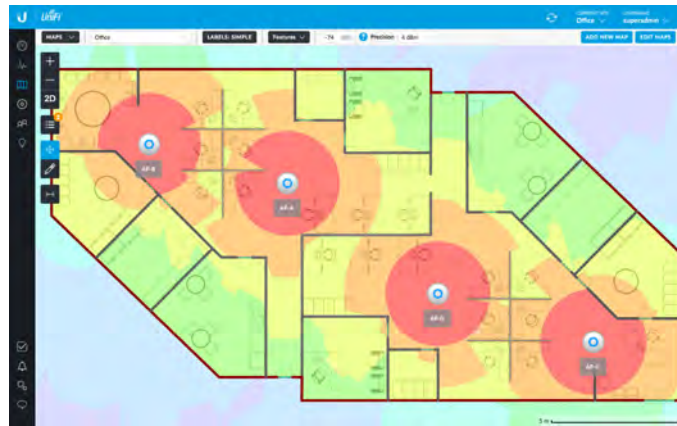
WLAN Groups

The UniFi Controller can manage flexible configurations of large deployments. Create multiple WLAN groups and assign them to an AP's radio. Each WLAN can be VLAN tagged. Dynamic VLAN tagging per Wi-Fi station (or RADIUS VLAN) is also supported.



Dashboard

UniFi provides a visual representation of your network's status and delivers basic information about each network segment.



RF Map

Monitor UniFi APs and analyze the surrounding RF environment.



Statistics

UniFi visualizes network traffic in clear and easy-to-read graphs.



UniFi App

Manage your UniFi devices from your smartphone or tablet.

802.11ac Technology

Initial 802.11ac Wave 1 SU-MIMO (Single-User, Multiple Input, Multiple Output) technology allows an earlier-generation AP, such as the UniFi AC Pro AP, to communicate with only one client at a time.

802.11ac Wave 2 MU-MIMO (Multi-User, Multiple Input, Multiple Output) technology allows a Wave 2 AP, such as the UniFi HD AP, to communicate with multiple clients at the same time – significantly increasing multi-user throughput and overall user experience.

The following describes a 5-client scenario:

MU-MIMO Assuming the same conditions, a Wave 2 AP provides up to 75% improvement¹ overall over a Wave 1 AP. This improvement increases wireless performance and/or serves more clients at the same performance level.

4x4 Spatial Streams At any single time, a Wave 2 AP can communicate with the following MU-MIMO clients:

- four 1x1 clients
- two 2x2 clients
- one 2x2 client and two 1x1 clients
- one 3x3 client and one 1x1 client

A 4x4 Wave 2 AP delivers up to 33% greater performance¹ than a Wave 1 AP that is 3x3 in both radio bands.

Real-World Performance The UniFi HD AP is the first UniFi 802.11ac Wave 2 AP. Combining the performance increases from MU-MIMO technology and the use of 4x4 spatial streams, the UniFi HD AP delivers up to 125% greater performance¹ than a typical Wave 1 AP.

Client Compatibility For optimal performance, use MU-MIMO clients. SU-MIMO clients will also benefit and gain up to 10-20% greater performance when used with the UniFi HD AP.

¹ Actual performance values may vary depending on environmental and installation conditions.

High-Density Scenarios

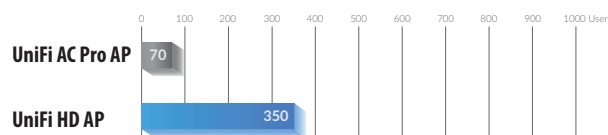
For high-density environments, such as a concert venue or outdoor fair where there are numerous clients in a relatively small space, we recommend the UniFi HD AP.

Both Wave 1 and Wave 2 APs offer 28 independent (non-overlapping) channels: three for the 2.4 GHz band and twenty-five for the 5 GHz band, including DFS channels.

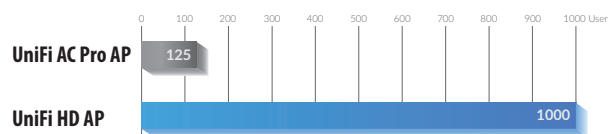
When you use the 2.4 GHz band in a high-density location, you encounter self-interference and channel saturation. When you use the 5 GHz band, you can deploy smaller cells (coverage areas), so you can support more clients in any cell that deploys more than one AP.

With the advantages of MU-MIMO technology and 4x4 spatial streams, the UniFi HD AP can support more than triple the number of users² than a typical Wave 1 AP.

Recommended Maximum Number of Users



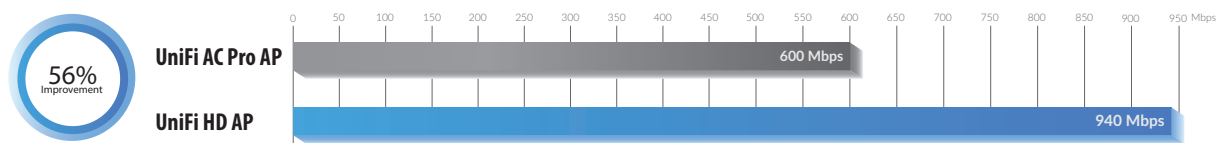
Theoretical Maximum Number of Users



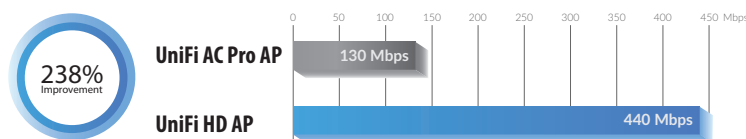
For more information, go to:
ubnt.link/UniFi-UAPs-High-Density

² Actual numbers may vary depending on environmental and installation conditions.

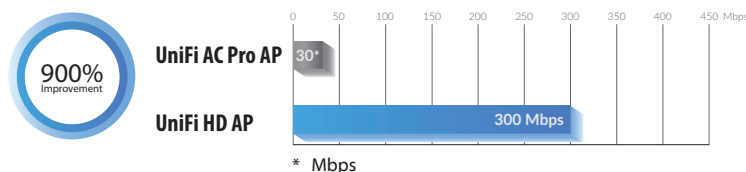
Single-Client Aggregate Throughput



10-Client Aggregate Throughput



100-Client Aggregate Throughput



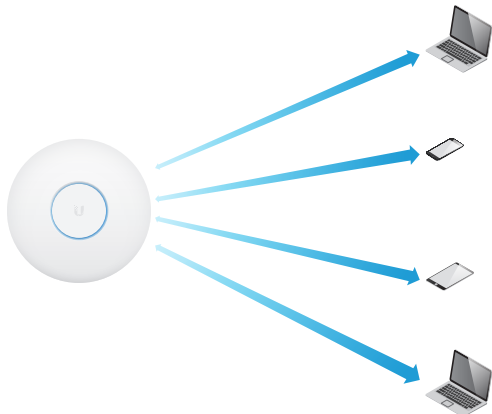
Model Summary

802.11ac Wave 1 SU-MIMO

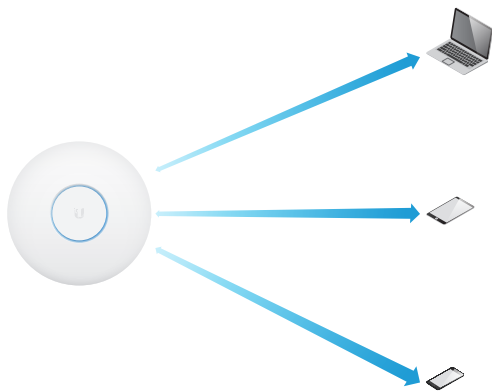


SU-MIMO: A Wave 1 AP communicates with one client at a time.

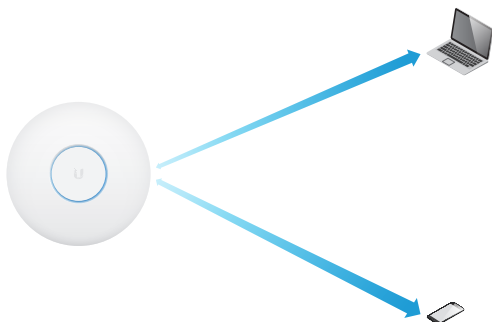
802.11ac Wave 2 MU-MIMO



MU-MIMO with 1x1 clients: The UniFi HD AP communicates with four 1x1 clients at a time.



MU-MIMO with 2x2 and 1x1 clients: The UniFi HD AP communicates with one 2x2 client and two 1x1 clients at a time.



MU-MIMO with 3x3 and 1x1 clients: The UniFi HD AP communicates with one 3x3 client and one 1x1 client at a time.



	UAP-AC-HD
Environment	Indoor or Outdoor (Covered)
Simultaneous Dual-Band	✓
2.4 GHz Radio Rate	800 Mbps
2.4 GHz MIMO	4x4
5 GHz Radio Rate	1733 Mbps
5 GHz MIMO	4x4
Secondary Ethernet Port	✓
PoE Mode	802.3at PoE+
Ceiling Mount	✓
Wall Mount	✓
Wireless Uplink	✓
DFS Certification	✓



Hardware Overview

Deploy the UniFi HD AP in high-density environments requiring maximum wireless performance. The UniFi HD AP features simultaneous, dual-band, 4x4 MU-MIMO technology and convenient 802.3at PoE+ compatibility. Available in single- and five-packs.

Easy Mounting Its sleek design seamlessly integrates into any environment (all accessories included) and is compatible with existing UAP-AC-PRO mounts.

LED The unique LED provisioning ring provides administrator location tracking and alerts for each device.

Dual Gigabit Ethernet The UniFi HD AP offers a secondary port available for bridging.

Superior Processing Power The UniFi HD AP is capable of complex operations (guest control, filtering, and other resource-intensive tasks) that may slow down a lesser-equipped AP.

Power over Ethernet (PoE) Standard The UniFi HD AP can be powered by an 802.3at PoE+ compliant switch. We recommend powering your UniFi devices with a UniFi PoE Switch (sold separately).

UniFi PoE Switch Available in 8*, 16, 24, and 48-port versions with multiple power output options, the UniFi PoE Switch conveniently offers auto-sensing IEEE 802.3af PoE/802.3at PoE+.

* The US-8 and US-8-60W do not support 802.3at PoE+.



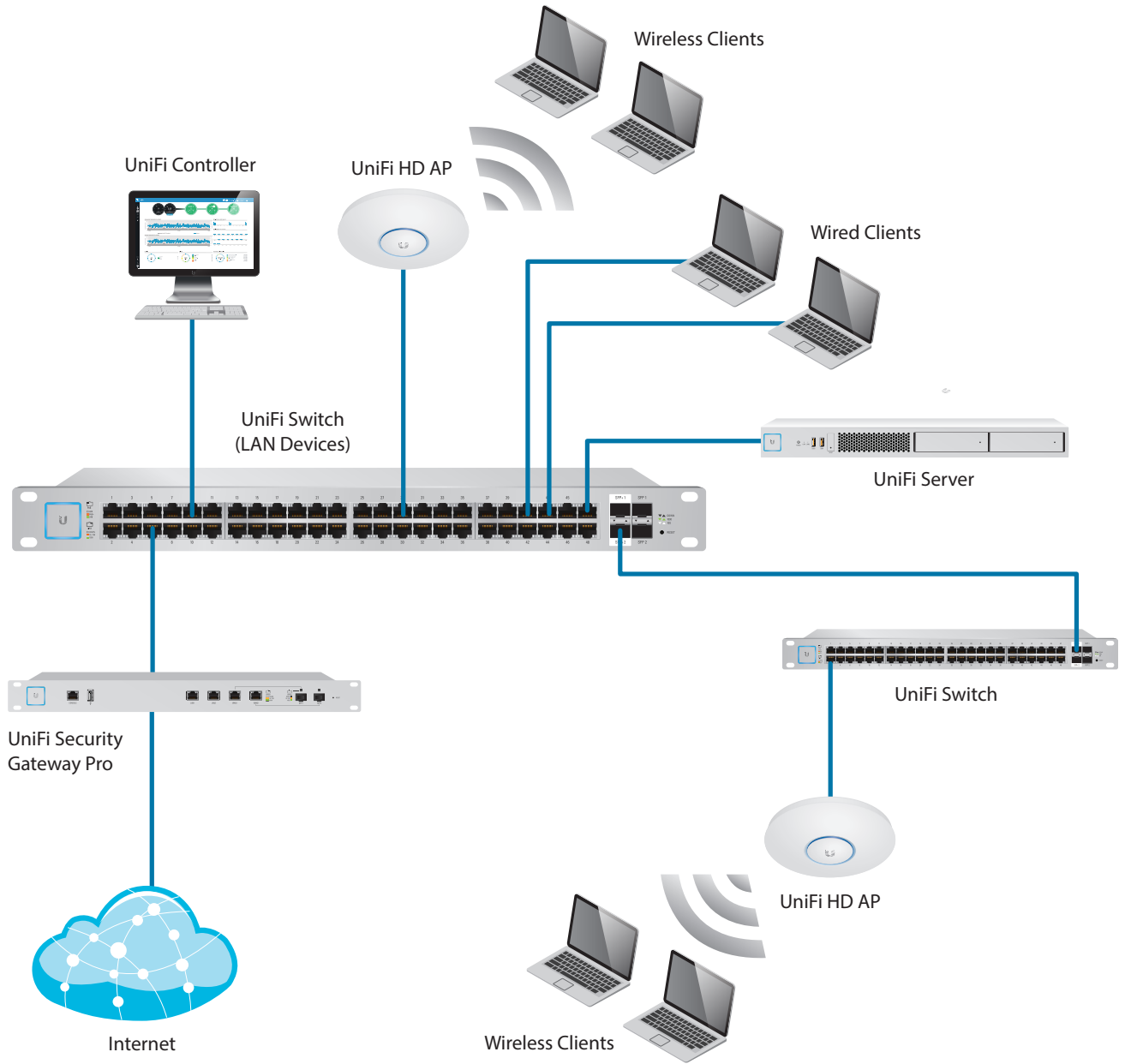
UAP-AC-HD Specifications

UAP-AC-HD	
Dimensions	220 x 220 x 48.1 mm (8.66 x 8.66 x 1.89")
Weight	700 g (1.54 lb)
With Mounting Kits	830 g (1.83 lb)
Networking Interface	(2) 10/100/1000 Ethernet Ports
Buttons	Reset
Power Method	802.3at PoE+
Supported Voltage Range	44 to 57VDC
Power Supply	UniFi Switch (PoE)
Power Save	Supported
Beamforming	Supported
Maximum Power Consumption	17W
TX Power	
2.4 GHz	6-25 dBm
5 GHz	6-25 dBm
Antennas	
2.4 GHz	(2) Dual-Port, Dual-Polarity Antennas, 3 dBi each
5 GHz	(2) Dual-Port, Dual-Polarity Antennas, 4 dBi each
Wi-Fi Standards	802.11 a/b/g/n/r/k/v/ac/ac-wave2
Wireless Security	WEP, WPA-PSK, WPA-Enterprise (WPA/WPA2, TKIP/AES) 802.11w/PMF
BSSID	Up to 8 per Radio
Mounting	Wall/Ceiling (Kits Included)
Operating Temperature	-10 to 70° C (14 to 158° F)
Operating Humidity	5 to 95% Noncondensing
Certifications	CE, FCC, IC

Advanced Traffic Management	
VLAN	802.1Q
Advanced QoS	Per-User Rate Limiting
Guest Traffic Isolation	Supported
WMM	Voice, Video, Best Effort, and Background
Concurrent Clients	1000+

Supported Data Rates (Mbps)	
Standard	Data Rates
802.11a	6, 9, 12, 18, 24, 36, 48, 54 Mbps
802.11n	6.5 Mbps to 450 Mbps (MCS0 - MCS23, HT 20/40)
802.11ac	6.5 Mbps to 1.7 Gbps (MCS0 - MCS9 NSS1/2/3/4, VHT 20/40/80) 58 Mbps to 1.7 Gbps (MCS0 - MCS9 NSS1/2, VHT 160)
802.11b	1, 2, 5.5, 11 Mbps
802.11g	6, 9, 12, 18, 24, 36, 48, 54 Mbps

System Example



UniFi Switch Compatibility

The UniFi switches are compatible with UniFi Access Points and UniFi G3 Video Cameras, as detailed below.

AP/Camera Model	US-8	US-8-60W	US-8-150W	US-16-150W	US-24-250W	US-24-500W	US-48-500W	US-48-750W
UVC-G3			✓	✓	✓	✓	✓	✓
UVC-G3-AF	✓	✓	✓	✓	✓	✓	✓	✓
UVC-G3-DOME	✓	✓	✓	✓	✓	✓	✓	✓
UAP			✓	✓	✓	✓	✓	✓
UAP-LR			✓	✓	✓	✓	✓	✓
UAP-PRO	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-LITE	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-LR	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-PRO	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-M	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-M-PRO	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-IW*	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-IW-PRO*	✓	✓	✓	✓	✓	✓	✓	✓
UAP-AC-HD	–	–	✓	✓	✓	✓	✓	✓

✓ Compatible with the UniFi switch



Requires an Instant 802.3af Gigabit PoE Converter: INS-3AF-I-G  or INS-3AF-O-G 

Note:

* For the UAP-AC-IW and UAP-AC-IW-PRO, PoE passthrough is supported by all of the switches listed above except for models US-8 and US-8-60W.

Related Product Datasheets



UniFi Switch 8, UniFi Switch 8-60W:

dl.ubnt.com/datasheets/unifi/UniFi_Switch_8_DS.pdf



UniFi PoE Switches:

dl.ubnt.com/datasheets/unifi/UniFi_PoE_Switch.pdf

Specifications are subject to change. Ubiquiti products are sold with a limited warranty described at: www.ubnt.com/support/warranty. The limited warranty requires the use of arbitration to resolve disputes on an individual basis, and, where applicable, specify arbitration instead of jury trials or class actions.
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www.ubnt.com

CapTel® 2400i

*With Powerful Built-In
Speakerphone*

CapTel®
Captioned Telephone



SEE WHAT EVERYONE'S TALKING ABOUT!

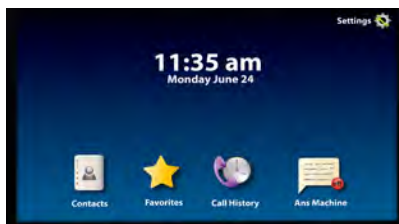
Telephone calls can be challenging for people with hearing loss. The CapTel 2400i makes it easy to enjoy phone conversations, confident you'll catch every word.

See what your caller says — no more guessing.

- Shows real-time captions during your calls
- Large easy touch-screen display
- Powerful amplification — up to 40dB gain
- Provides both Auto or Assisted captions - your choice!
- Enhanced speakerphone for hands-free calls

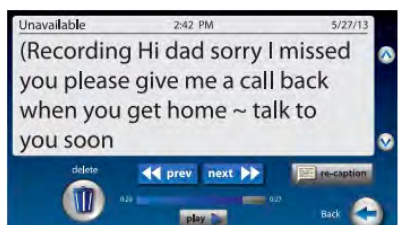
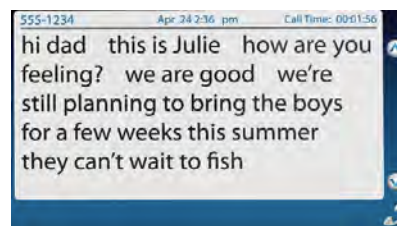
CapTel® 2400i Captioned Telephone

CapTel 2400i shows you word-for-word captions of everything a caller says.
No more guessing, no more frustration. Can't quite hear what they say? Read the captions!



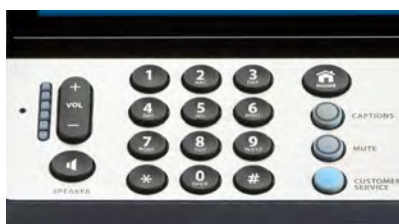
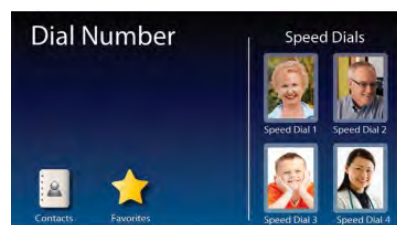
Large, colorful touchscreen display with easy to follow menu.

Choose between fully-automated captions or assisted captions. Adjustable font sizes and colors.



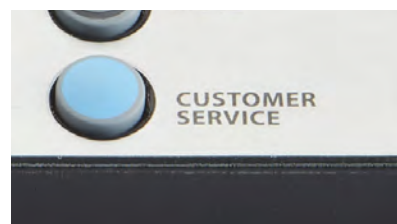
Built in answering machine records voice and captions of your messages.

Dial-by-picture capability makes dialing simple.



Standard telephone keypad buttons for familiar, comfortable dialing.

One-touch access to helpful Customer Support team - available 24/7.



Powerful amplification (up to 40dB gain) increases volume over handset and speakerphone. Hearing aid compatible.

Captions available in English or Spanish.



**TIA-4953
Approved**

...for optimal
sound quality!

Requirements

- Designed for people with hearing loss
- High-speed Internet
- Electrical outlet

CapTel 2400i is the latest innovation from Ultratec, Inc., the leader in Captioned Telephone technology.

CapTel phones are also available in traditional models, for use with analog lines, high-speed Internet, or via an app for your mobile device.

To learn more about CapTel visit www.CapTel.com

P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection

Product: P3
Platform: PC
Version: 9.0
Release Date: October 28, 2015
Customer Support: For more information or support, please contact us at **877-885-3172**, email **salesengineer@purple.us** or visit our website at **www.purplevrs.com/p3**.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use
 Superior Video Quality
 Call Waiting – enables users to answer a call while on another call
 3-Way Calling – add a second caller to active call
 Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards
 Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls
 Ability to send DTMF tones using the dial pad
 Services are strictly regulated by the FCC for confidentiality and data protection
 P3 can be mass-deployed using silent install
 Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher
 Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster
 Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster
 Memory and Disk: 2 GB of RAM and 250 MB of hard drive space
 Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended
 Administrator rights are required for installation and upgrades
 Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)
 DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323
 H.263, H.264
 CIF (352 x 288)

Audio Protocols

G.711
 G.722.1
 GSM
 iLBC
 Echo cancellation
 Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps
 Recommended bandwidth of 768 Kbps
 Adaptive low-latency packet-loss recovery
 Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

Note: Per FCC regulations, this program cannot be used behind a proxy.

P3 Firewall Configuration Requirements

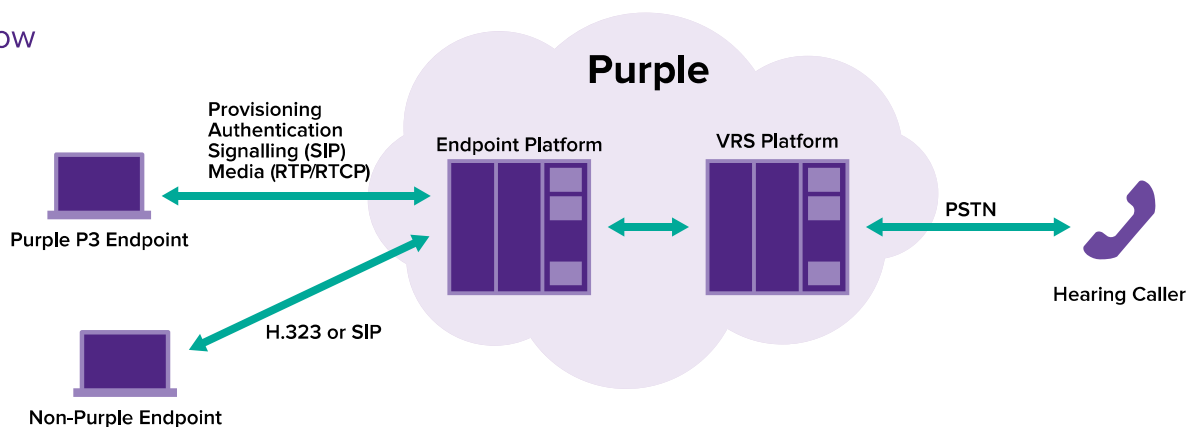
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

¹DNS names verified in October 2015; subject to change by Purple.

²Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.
Current as of October 2015.

Call Flow



Support

Analyzing your network and provide recommendation for optimal experience.

Provide firewall instructions and support for deployment of our software.

Assist with mass deployment and provide training for IT staff for future upgrades.

Advise on how to integrate our systems with your existing ACD/Call Manager.

Provide support to transition from other VRS software to P3.

Excellent Purple Premier Support team available to answer your questions and provide support.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

2 / 2



THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

HOME	PRODUCTS	ABOUT US	RESOURCES	CUSTOMER SUPPORT	CONTACT US
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Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Products

CapTel
Text Telephones
Simplicity Signalers
Amplified Phones

Company

Company Information
Headlines
Technology

Customer Support

Product Support
Repairs
FAQs
Dealer Locator
Request a Catalog
Contact Us

Contact

(800) 482-2424 (V/TTY)
(608) 238-3008 (FAX)
Email Us

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

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Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

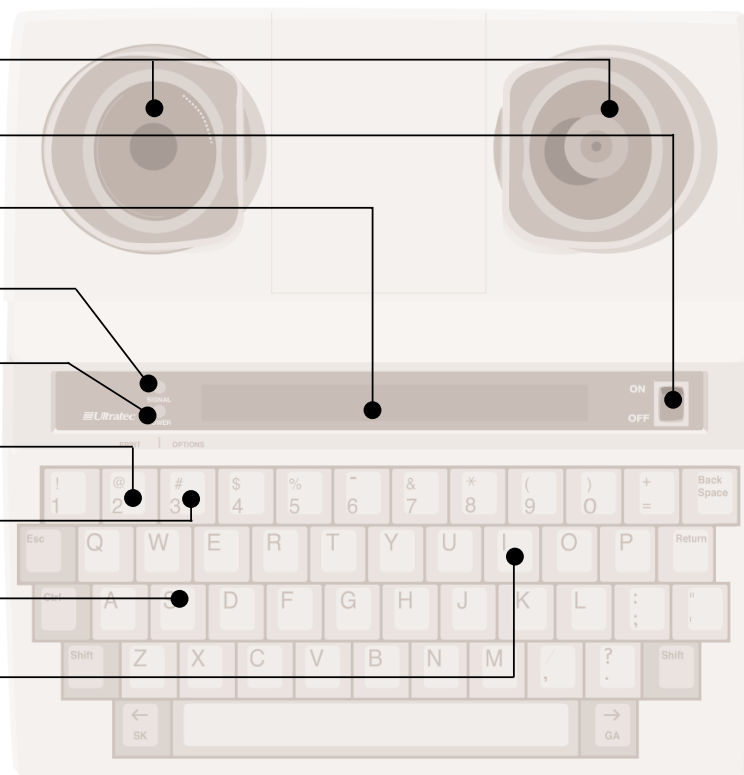
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

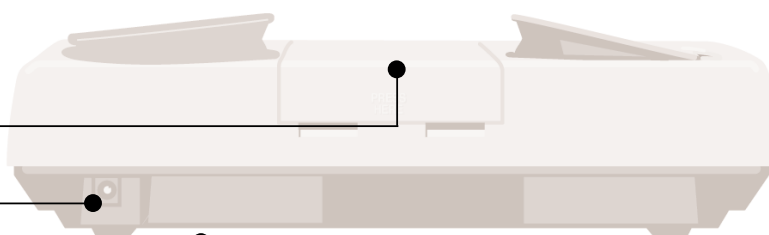


Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows

Control key plus 4 function keys

Sticky Keys for single-handed typists

Character set: A-Z, 0-9, Backspace, Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent

20 characters

0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N



TMG, Inc.

TM-24-7 4-Wheel Phone/Kiosk Cart

Body: High Security, 14 Gauge

Steel Size: Post - 51 3/4"H x

10"W x 4"D **Foot:** 7"H x 23

3/4"W x 22"D

Paint: Scratch Resistant Black Powder Coat

Shipping Weight: 65 lbs. Each

Mounting: Pattern for Mini and Standard Size
Phones and Kiosks

Phone Stability: Large heavy 4-wheel base
helps to prevent tipping

Product Description

The TM-24-7 Mobile Inmate Telephone/Kiosk Cart is designed to let you move a phone or kiosk quickly and easily to where it is needed. The cart functions as a rolling pedestal. When a TMG Inmate Telephone is mounted on the TM-24-7, the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess line/cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone/kiosk may be required

The TM-24-7 will accommodate kiosks, all TMG Inmate Telephones, coin telephones, and most competitor telephones. Call to verify which pattern will work for your device.

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. -- 1380 Weber Industrial Drive -- Cumming, GA 30041

Phone: 770.844.1346

Fax: 770.844.9079

Toll Free 877.844.1366

www.inmatetelephones.com

Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - One Gigabit
 - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
 - E&M Wink
 - E&M Immediate
- T1 CAS Support
- RJ-48C

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω+2.16μF
 - 900Ω
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing:
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- Voice Mail:
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - Busy Line
 - No Answer
- Call Transfer:
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPSec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRP

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - Voice
 - Gig 1
 - T1 1 - 4
 - Status
 - USB
 - Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ADTRAN
Certified
Supplier



NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.





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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command[®] support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable



Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[SMT750]



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:

Convenient way to disconnect battery for transport

Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date

Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for critical servers and voice/data switches



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:

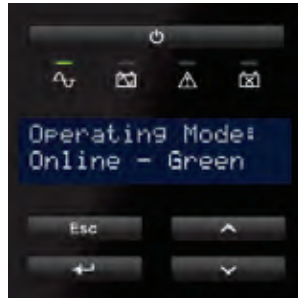
Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J		540 J	459 J	480 J	
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116		APCRBC115	APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		



Exhibit B

Report Samples

The ENFORCER® Reports

Admin Setup Only Report

02/02/2011 19:59 - Page 1

INMATE CALLING		Admin Setup Only Numbers		
ICSolutions		Site: Newport DOC		
		Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59		
Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report

02/03/2011 08:27 - Page 1

INMATE CALLING		Attorney Registration Report		
ICSolutions		Site: Newport DOC		
		Start_time = 11/29/2010 08:27 End_time = 02/03/2011 08:27		
Description	Num	Total	PCT	
Approved	29	235	12	
Pending Approval	34	235	14	
Rejected	172	235	73	
Total			99	

ICSolutions® Report Samples

Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1

INMATE CALLING ICSolutions		Attorney Registration Rejects Site: Newport DOC Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59			
Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLCC01	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dshell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dshell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report

02/02/2011 16:01 - Page 1



Call Detail Report
Site: Newport DOC
1296680502

Report Parameters	
Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59



02/02/2011 16:01 - Page 2



Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

02/02/2011 20:04 - Page 1

INMATE CALLING		Call Record Statistics	
ICSolutions		Site: Newport DOC	
		Start Time = 01/31/2011 00:00 End Time = 02/02/2011 23:59	
Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preamble Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preamble Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preamble Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report

02/02/2011 20:24 - Page 1



Debit Balance
Site: Newport DOC
Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

ICSolutions® Report Samples

Debit Statement Report

02/02/2011 20:32 - Page 1

INMATE CALLING
ICSolutions

Debit Statement
Site: Newport DOC
Start Time = 12/27/2010 00:00 End Time = 02/02/2011 23:59 Inmate_ID = Called Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit		1-301-442-2882 2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit		1-301-442-2882 2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit		1-603-369-4068 2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit		1-603-369-4068 2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit		1-603-369-4068 2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center	PMT 3183225; 2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit		1-603-369-4068 2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit		1-603-369-4068 2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit		1-603-369-4068 2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit		1-603-369-4068 2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit		1-603-369-4068 2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

02/03/2011 09:23 - Page 1

INMATE CALLING
ICSolutions

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First Name = ALL Middle Name = ALL Last Name = ALL Start Time = 01/25/2011 00:00 End Time = 02/03/2011 23:59

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

02/03/2011 09:30 - Page 1

INMATE CALLING ICSolutions		Debit Transaction Report Site: Newport DOC Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL					
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description	
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811;	online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent:	credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837;	online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570;	online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535;	online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085;	online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939;	online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent:	credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent:	credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070;	online(TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646;	online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713;	online(TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent:	credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524;	online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842;	online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent:	credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450;	online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent:	credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103;	online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322;	online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent:	credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent:	credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72);	credit_card

Frequently Used PANs Summary Report

02/02/2011 20:10 - Page 1

INMATE CALLING ICSolutions		Frequently Used Pans Summary Site: Newport DOC Min PAN_Count = ALL	
Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

ICSolutions® Report Samples

Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

INMATE CALLING
ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON	
			BILODEAU, BRIAN	
			VALLEY, TED	
			KYER, JOSEPH	
			BROWN, RAYMOND	
			GILPATRICK, KELLY	
			WATSON, ANDRE	
			MOCCIA, ANTHONY	
			VENEY, BRUCE	
			PEREZ, MIGUEL	
			SMITH, TORREY	
			SILVENT, JOHN	
	207-775-4321		BREHM, ROBERT	
			RICHARDSON, ANTHONY	
			SENER, SEAN	
			SMITH, DENNIS	
			RENAUD, KEITH	
			JONES, TREVIS	
			CONVERSE, TIMOTHY	
			RABIDOU, KEVIN	
			MONTALBAN, JUAN	
			BASSETT, GREGORY	
			DANSEREAU, MICHAEL	
			MILLER, DONALD	

Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

INMATE CALLING
ICSolutions ALL

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

ICSolutions® Report Samples

Global Number Report

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Global Number
Site: Newport DOC

INMATE CALLING
ICSolutions Choose_Privileged = All Choose_Free_Call = All Choose_Passive_Accept = All Choose_Search_Type = Phone Number Search_Text = ALL Choose_Block = All Choose_DNR = All
= All Choose_Email_Alert = All Choose_Pager_Alert = All Choose_Monitor_Alert = All

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psy	Alert	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	houston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELL, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAEL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

Global Number History Report

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Number History Report
Site: Newport DOC

INMATE CALLING
ICSolutions Phone_Number = ALL Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Phone Number	Spd Dial	Name	Blk	DNR	Prv	Call Types	Pass Acpt	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

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INMATE CALLING		Inmate Alerts						
ICSolutions		Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SENER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mn
		SCHILLINGER	GREG	CARL	YES	603-225-5240 not allowed to call attn. mi-ke -she-ehan		
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report

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INMATE CALLING		Inmate Calling List					
ICSolutions		Site: Newport DOC					
		Inmate ID = ALL Choose Status = Active Inmates First Name = ALL Middle Name = ALL Last Name = ALL CP Name = ALL CP Phone = ALL Choose Block = All					
Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Block	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report

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INMATE CALLING
ICSolutions ID

Inmate Status Listing
Site: Newport DOC
Inmate ID = ALL First Name = ALL Middle Name = ALL Last Name = ALL Choose Status = All Inmates Choose Inmate Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PANs	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07	Inactive	2	
	4008	NEWTON, JASON		07B	Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINBACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

Number Alerts Report

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INMATE CALLING
ICSolutions

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	OCONNELL,	YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-581-5861	MEGAN	YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

PIN Fraud Report

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INMATE CALLING
ICSolutions

Pin Fraud
Site: Newport DOC
Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

Prepaid Summary
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number Numbers Only

Start Date

End Date

Output

ICSolutions Inmate PAN List
Advanced Technology ICS Confidential

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

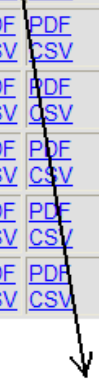
Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Recording Access Report

Recording Access					
Site: Newport DOC					
Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL					
User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201101	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201012	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201011	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201010	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201009	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV



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INMATE CALLING		Revenue by Account Type							
ICSolutions		Facility: ICS Enforcer Demo							
		Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00							
Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
Subtotal		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

Revenue Summary Report

INMATE CALLING ICSolutions		Revenue Summary Site: Newport DOC Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59								02/02/2011 18:09 - Page 1
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report

02/02/2011 17:38 - Page 1



Station Activity
 Site: Newport DOC
 Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00
	6306	B-TIER-6	2229	649	600	6273	1049.70
	6307	C-TIER-4	535	177	166	1439	250.20
	6308	C-TIER-5	494	138	129	1711	282.55
	6309	C-TIER-6	994	350	318	3832	625.15
	6310	D-TIER-3	1411	412	371	3368	575.75
	6311	D-TIER-2	1827	478	429	4188	716.60
	6312	D-TIER-1	918	243	233	2763	457.51
	6313	E-TIER-3	164	14	12	112	18.85

Station Group Report

02/03/2011 10:12 - Page 1

INMATE CALLING ICSolutions		Inmate Station Group Privileges Site: Newport DOC			
Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report

02/02/2011 18:23 - Page 1

INMATE CALLING ICSolutions		Inmate Suspensions Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	PER HEARINGS OFFICER PAUL FORTIER
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N.	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

ICSolutions® Report Samples

Trunk Usage Report

02/02/2011 17:59 - Page 1

INMATE CALLING ICSolutions		Trunk Usage Site: Newport DOC Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59		
Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report

02/02/2011 18:05 - Page 1

INMATE CALLING ICSolutions		High Volume Users Site: Newport DOC Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =				
Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEL	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

THE BRIDGE 8.0 Reports

Resident Messages

All Resident Messages

For 1111: Adam Wilson

Date	Sender	Recipient
Start of Email Chain		
01/11/2019 11:49AM	Terry Wilshire	1111: Adam Wilson
Document Attached		
Start of Email Chain		
02/28/2019 2:47PM	Terry Wilshire	1111: Adam Wilson
test		
stay out of trouble		
Start of Email Chain		
05/17/2019 11:25AM	1111: Adam Wilson	J Mac
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
08/14/2019 9:47AM	1111: Adam Wilson	DerekT EscueTest
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
01/21/2020 1:45PM	1111: Adam Wilson	Terry Wilshire
test		
yuhjgkjh		
Start of Email Chain		
06/22/2020 8:01AM	techfriends techfriends	1111: Adam Wilson
test		
test		
Start of Email Chain		
07/02/2020 3:05PM	1111: Adam Wilson	twilshire1@comcast.net
Secure Messaging from Tech Friends		
Here is a test message from me.		
Start of Email Chain		
08/10/2020 12:28PM	System System	1111: Adam Wilson
1 Hour Gold Pass Has Been Purchased For You		
Great News!		
techfriends techfriends has purchased 1 Hour Gold Pass for you. If you already had an active 1		

Printed 1/23/2024
11:47:30 AM Eastern
By Terry Wilshire

Confidential Property of Terry County Jail

Page 1 of 28

Grievance History

Type:

General Grievance Coweta

Status:

Closed

Create

DESCRIPTION	STATUS	CREATED
This issue is NOT GREIVABLE, please see your inmate handbook for reference.	Closed	2:30 PM
The Officer Saved your Life! This is not a Grievance, your submission is not sustained.	Closed	03/16/2023
this is our response	Closed	01/05/2023
Your grievance is being invistigated	Closed	12/08/2022
not greivable	Closed	12/22/2021

5 Item(s)

Approved Contacts

Resident Details

Wilson, Adam J : 1111

Active

IssuesAccountActivityFinancialInformationRestrictionsContactsConnectionsScheduleQueueMediaReports

Filter: Pending + Approved

Search: Contact Name or Email

NAME	STATUS	PUBLIC USER	FACILITY	COMMENTS
EscueTe	73effacd@opayq.com	Approved	Approved	Approved
Haney,	k.allan.haney@gmail.com	Approved	Approved	Approved
Jernigan	Public Defender	Approved	Approved	Approved

Hardware in Use

Hardware Any Any

Hardware Shutoffs Reports

Filter: Active Resident View: List Type: All Resident Kiosks

☐	TYPE	TYPE NAME	NAME	LOCK	LOCATION
☒	Pod Kiosk	CHG221028-07		N/A	DoNotUse DoNotUse DoNotUse DoNotUse
☐	Tablet Station	CHG221028-07 - R		Unlocked	DoNotUse DoNotUse DoNotUse DoNotUse
☐	Tablet Station	CHG221028-07 - R		Unlocked	DoNotUse DoNotUse DoNotUse DoNotUse
☒	Tablet Station	CHG221028-07 - R		Unlocked	DoNotUse DoNotUse DoNotUse DoNotUse
☐	Pod Kiosk	CHG240131-04		N/A	DoNotUse DoNotUse DoNotUse DoNotUse
☐	Tablet Station	Demo Station_OLD		Unlocked	DNV DNV DNV DNV
☐	Tablet Kiosk	Demo Station_OLD - T41927		Unlocked	DoNotUse DoNotUse DoNotUse DoNotUse
☐	Pod Kiosk	See S-Bay Bay		N/A	DoNotUse DoNotUse DoNotUse DoNotUse

Tablet Usage

KY

County Jail 3/27/2024 3/27/2024 Load

Messages Approved: 178 Incoming: 84 Outgoing: 94 Messages Rejected: 0 Incoming: 0 Outgoing: 0	Approved Inmates: 560 Requests Sent: 0 Requests Acted On: 0	Top Residents <table> <thead> <tr> <th>Name</th> <th>ID</th> <th>Messages</th> </tr> </thead> <tbody> <tr> <td>Bl...NEY</td> <td>953802</td> <td>8</td> </tr> <tr> <td>Bl...ELEY</td> <td>43481</td> <td>7</td> </tr> <tr> <td>Bl...AN</td> <td>931896</td> <td>7</td> </tr> <tr> <td>Z...JONES</td> <td>957253</td> <td>6</td> </tr> <tr> <td>J...ION</td> <td>955165</td> <td>6</td> </tr> </tbody> </table>	Name	ID	Messages	Bl...NEY	953802	8	Bl...ELEY	43481	7	Bl...AN	931896	7	Z...JONES	957253	6	J...ION	955165	6
Name	ID	Messages																		
Bl...NEY	953802	8																		
Bl...ELEY	43481	7																		
Bl...AN	931896	7																		
Z...JONES	957253	6																		
J...ION	955165	6																		
Inmate Stats Unique Senders: 53 Unique Recipients: 64	All Family: 1085293 Calls Made: 0 Calls Answered: 0																			

THE BRIDGE Video Visitation Reports

Visit Details

Visit Details					
All visits from 03/20/2024 12:00 AM to 03/27/2024 11:59 PM					
Filter: All					
ID	Resident			With	
137781	ADAM	RAY		Michelle	Austin
135781	ALDI	EUGENE		Michelle	Brittany
135781	ALDI	EUGENE		Alison	Dwanda
948688	ALLAN	CLYDE		Wanda	na
948688	ALLAN	CLYDE		Wanda	na
948688	ALLAN	CLYDE		Wanda	na
948688	ALLAN	CLYDE		Wanda	na
955374	AMANDA	PAZ		Debra	Lizanne
952790	ANDREW	STON JARIA		Charles	elvin
952790	ANDREW	STON JARIA		Charles	elvin
952790	ANDREW	STON JARIA		Charles	elvin
952790	ANDREW	STON JARIA		Charles	elvin
952790	ANDREW	STON JARIA		Charles	elvin
932142	ANDREW	HUA SHANE		Scott	lissa
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire
954586	ANDREW	ART TAYLOR		Griffin	ire

Scheduled Visits

Scheduled Visits

Terry County Jail, WY
10/18/2023 to 10/18/2023
Internal and Remote
Grouped By: Resident

Date	Time	ID	Resident	With	Location	Type	Status
Adam Wilson							
10/18/2023							
10:00 AM		1111	Adam Wilson	techfriends techfriends	J 10	Remote Call	Pending

Visit Frequency

Visit Frequency

Franklin County Jail, KY
03/20/2024 12:00 AM to 03/27/2024 11:59 PM
Filter: All

ID	Resident	With	Ext.	Int.	Waive
137781	ADAM, JEROME-THOMAS	Michael Austin (Theaustina198@gmail.com)	1	0	0
135781	ALDEN, EUGENE	Alden Dwight (dwalsh1966@gmail.com)	1	0	0
135781	ALDEN, EUGENE	Matthew Britton (MatthewBritton@icloud.com)	1	0	0
948688	ALLAN, JACOB-CLAYTON	Walter Tina (tinaallan@aol.com)	4	0	0
957411	ALLEN, ANDREW-JACOBSON	Allen Reginald (reginaldallen@gmail.com)	1	0	0
955374	AMANDA, REBECCA-LYNNE	Debra Suzanne (suzannebradford@gmail.com)	1	0	0
952790	ANDERSON, CLAYTON-MARIA	Charles Kelvin (KelvinCharles1@yahoo.com)	5	0	0

Visit Revenue

Video Visit Activity

ail, KY
03/20/2024 to 03/27/2024
Include Inactive Residents
Filter: All

Summary of All Activity for All Residents (Active and Inactive)

Completed		Completed Minutes		Completed Cost	
Internal Paid:	0	Internal Paid:	0	Internal Paid:	\$0.00
Internal Free:	6	Internal Free:	84	Internal Free:	\$0.00
Remote Paid:	1563	Remote Paid:	12644	Remote Paid:	\$1563.00
Remote Free:	619	Remote Free:	5847	Remote Free:	\$0.00
Subtotal:	2188	Subtotal:	18575	Subtotal:	\$1563.00
Unanswered		Canceled			
Internal Scheduled:	0	Internal:	5		
Internal Unscheduled:	0	Remote:	7		
Remote Scheduled:	8				
Remote Unscheduled:	3283				
Subtotal:	3291	Subtotal:	12		



Exhibit C

Sample Commission Report

Monthly Commission Report

November 01, 2024 - November 30, 2024

Settlement Date: January 14, 2025

Agency:

Agency Name

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	699	3,054	\$398.96	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	699	5,709	\$944.44	0.00%	\$0.00
Local Total:		1,398	8,763	\$1,343.40	0.00%	\$0.00
IntraLata	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	664	3,006	\$351.70	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	617	5,767	\$922.44	0.00%	\$0.00
IntraLata Total:		1,281	8,773	\$1,274.14	0.00%	\$0.00
IntraState	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	1	9	\$1.09	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	24	129	\$19.21	0.00%	\$0.00
IntraState Total:		25	138	\$20.30	0.00%	\$0.00
InterState	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	265	1,437	\$217.39	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	166	1,492	\$233.96	0.00%	\$0.00
InterState Total:		431	2,929	\$451.35	0.00%	\$0.00
International	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
International Total:		0	0	\$0.00	0.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	5	17	\$1.79	0.00%	\$0.00
Caribbean Total:		5	17	\$1.79	0.00%	\$0.00

Monthly Commission Report

November 01, 2024 - November 30, 2024
Settlement Date: January 14, 2025

Agency:						
Agency Name						

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
Canada	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
Canada Total:		0	0	\$0.00	0.00%	\$0.00
Other	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
Other Total:		0	0	\$0.00	0.00%	\$0.00
Agency Total:		3,140	20,620	\$0.00	0.00%	\$0.00

ADJUSTMENTS:						
Voicemail	93.53	50%	Voicemail Commission		\$46.77	
Tablet	1073.00	15%	Tablet Commission		\$160.95	

AGENCY GRAND TOTAL: \$207.72

AGENCY CALL TYPE TOTALS:						
Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned	
Collect	0	0	\$0.00	0.00%	\$0.00	
Debit	1,629	7,506	\$969.14	0.00%	\$0.00	
Debit card	0	0	\$0.00	0.00%	\$0.00	
Prepaid	1,511	13,114	\$2,121.84	0.00%	\$0.00	

Monthly Commission Report

November 01, 2024 - November 30, 2024
Settlement Date: January 14, 2025

Facility:	
Client ID: 1234 - Agency Name Facility Name Address Line 1 Address Line 2	

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	699	3,054	\$398.96	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	699	5,709	\$944.44	0.00%	\$0.00
Local Total:		1,398	8,763	\$1,343.40	0.00%	\$0.00
IntraLata	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	664	3,006	\$351.70	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	617	5,767	\$922.44	0.00%	\$0.00
IntraLata Total:		1,281	8,773	\$1,274.14	0.00%	\$0.00
IntraState	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	1	9	\$1.09	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	24	129	\$19.21	0.00%	\$0.00
IntraState Total:		25	138	\$20.30	0.00%	\$0.00
InterState	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	265	1,437	\$217.39	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	166	1,492	\$233.96	0.00%	\$0.00
InterState Total:		431	2,929	\$451.35	0.00%	\$0.00
International	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
International Total:		0	0	\$0.00	0.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00

Monthly Commission Report

November 01, 2024 - November 30, 2024
Settlement Date: January 14, 2025

Facility:						
Client ID: 1234 - Agency Name Facility Name Address Line 1 Address Line 2						

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	5	17	\$1.79	0.00%	\$0.00
Caribbean Total:		5	17	\$1.79	0.00%	\$0.00
Canada	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
Canada Total:		0	0	\$0.00	0.00%	\$0.00
Other	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
Other Total:		0	0	\$0.00	0.00%	\$0.00
Facility Total:		3,140	20,620	\$3,090.98	0.00%	\$0.00

ADJUSTMENTS:						
none						

FACILITY GRAND TOTAL: \$0.00

FACILITY CALL TYPE TOTALS:						
Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned	
Collect	0	0	\$0.00	0.00%	\$0.00	
Debit	1,629	7,506	\$969.14	0.00%	\$0.00	
Debit card	0	0	\$0.00	0.00%	\$0.00	
Prepaid	1,511	13,114	\$2,121.84	0.00%	\$0.00	



Exhibit D

Installation Schedule

WEBB COUNTY, TX
INSTALLATION SCHEDULE

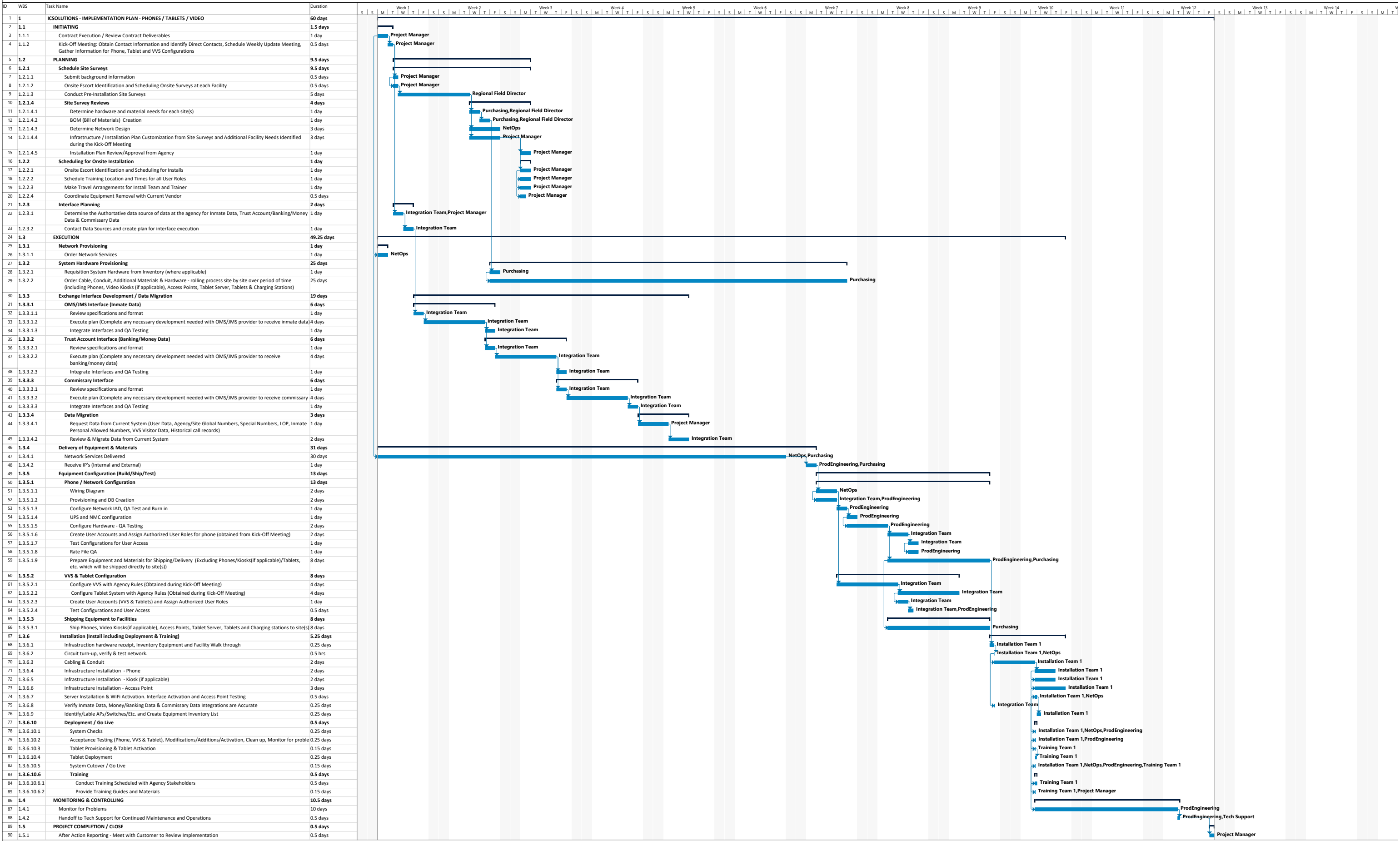




Exhibit E

Staff Résumés

David Urbina

Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

Experienced Manager with over 10 years of experience in the telecommunication industry. Excellent reputation for resolving problems and improving customer satisfaction.

PROFESSIONAL EXPERIENCE

Regional Account Manager, Inmate Calling Solutions, LLC 2022 - Present
Responsible for the sales and account management in Oklahoma and northern Texas. Promote, develop, and increase the profitable sales volume of business. Work with Account Managers to motivate, train and hold accountable to defined forecast, retaining current business, prospecting, qualifying and closing new business.

Regional Field Service Manager, Inmate Calling Solutions, LLC 2021 - 2022
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Right of Way Agent, Texas Land & Right of Way 2019 - 2021

- Surveyed land for the purposes of developing properties and municipals.
- Conducted research on the land and its ownerships, gathering information from multiple sources. Purchased Easements from landowners, notarized documents and filed with the local courts.

Field Service Technician, Inmate Calling Solutions, LLC 2014 - 2019

- Worked with both team members and clients to ensure all parties were satisfied with the service I was providing in my territory. Maintained and installed all ICS products, including but not limited to: Phone Services, Video Visitation and Tablets.
- Installed cable infrastructure and networking for prisons and jails of all sizes and shapes. Ran and installed: CATS and 6, Fiber Optic Cable, and Point to Point.
- Identified issues, analyzed information, and provided solutions to problems.
- Increased customer satisfaction by resolving issues in a efficient manner.

Site Administrator, Global Tel*Link 2012 - 2014

- Maintained our equipment on-site.
- Processed service requests made by staff and offenders
- Ran CAT3 for additional phone lines and CAT5e for workstations. Fixed wiring issues that facility was experiencing for months.
- Helped the investigators with pulling recordings and testifying in court as a professional witness.

EDUCATION

Highschool diploma, Raymondville High School, TX 2007

KEY SKILLS

- Customer service
- Teamwork
- Leadership
- Analytical skills
- Supervision
- Critical thinking

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

Areas of Expertise

- | | | |
|-----------------------------------|---|--------------------------|
| • Operational Improvements | • Process Management-Lean Six Sigma Yellow belt | • Strategy & Execution |
| • Stakeholder Communication | • Risk Assessments & Mitigation | • Budget Management |
| • Project Requirements Definition | • Project Resource Allocation | • Regulatory Compliance |
| • Team Leadership | • Business Process Improvement | • Business Relationships |
| • Training | | • Project Management |

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC

2020 - Present

Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Project Manager, GTL

2019 - 2020

Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

Service Coordinator, Southwest Airlines

2018 - 2019

Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

Director National Accounts, BSG Clearing Solutions

2009 - 2016

Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3rd party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

Director, Client Services, BSG Clearing Solutions

2002-2009

Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a \$150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

EDUCATION & CERTIFICATIONS

Studied Criminal Justice – University of Texas San Antonio/Texas Tech University

Lean Six Sigma Yellow Belt Certified

Jamie Klingner, PMP
Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

Core Competencies

- Client & Account Management
- Project Management
- Contract Negotiation
- Relationship Development
- Financial Analysis
- Budgeting & Allocation
- Multi-Task 100+ Projects a Month
- Planning & Execution
- Event Planning

Additional Proficiencies

- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, Project and OneNote
- Basecamp by 37 Signals and Cosential for team collaboration and project and client management
- Business Development communications skills with ability to analyze client needs to meet expectations
- Marketing and business procurement and relationship development
- Effective team member, comfortable with leading or collaborating
- Quickbooks, Quickbooks Point of Sale
- Adobe Creative Suites, Corel 9, Wacom Tablet, Printing Press Pro Extreme

PROFESSIONAL EXPERIENCE

Project Manager, PMP, Inmate Calling Solutions, LLC 2016 - Present
Subject Matter Expert of ENFORCER® and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

National Accounts Manager, Praeses 2014 - 2016
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

Account Executive, Gremillion & Pou Integrated Marketing 2012 - 2013
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding \$250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

Project & Business Development Manager, Slack Alost Development 2011 - 2012
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

Paralegal, Capital Assistance Project of Louisiana 2009 - 2011
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

Owner / Founder / Manager, Mint Julep Paperie 2003 - 2009
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9, Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

Wholesale Stationery, Deahlco Designs 1998 - 2003
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

Third-Grade Teacher, Trinity Episcopal School, New Orleans, Louisiana 1994-1996
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

Sales Associate Manager, James Avery Craftsman 1993-1994
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of \$750k and closing the store.

EDUCATION & CERTIFICATIONS

PMP Certification

B.A. Communication, Denison University, Granville, Ohio May 1993

Completed coursework towards Masters in Education, Tulane University, New Orleans, Louisiana, May 1996

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

- Selected to serve as President & General Manager of ICSolutions in 2010
- Joined the corrections industry with the Keefe Group Companies as a Staff Accountant in 1992
- Gained nearly 20 years of experience with Keefe Group companies serving as Vice President and General Manager for Keefe Supply Company, Access Corrections, Access Securepak, and the Vice President/COO for Keefe Commissary Network
- Extensive experience working directly with correctional facility Administrators and Staff
- Demonstrated expertise at ensuring efficient and compliant operations, high quality services, and advanced technologies.
- Received Bachelor's of Science in Accounting from the University of Missouri, St. Louis in 1992.

PROFESSIONAL EXPERIENCE

President & General Manager, Inmate Calling Solutions, LLC 2010 - Present
ICSolutions is a leading provider of telecommunications products and services designed specifically for the security aspects of corrections. As President & GM of ICSolutions, responsible for all aspects of the company including the employees, assets, products, services, operations, regulatory compliance, and financials. In its first year of operations under the Keefe Group companies, ICSolutions had an exceptional year exceeding projected financial plan and growing inmates under contract by 29% from the previous year.

Vice President & General Manager, Keefe Group 2008 - 2010
Keefe Supply Company, Access Securepak, and Access Corrections provide commissary products, services, and technologies to correctional facilities. As Vice President and GM, responsibilities included all aspects of the company including employees, assets, products, services, operations, and financials.

Vice President & Chief Operations Officer, Keefe Group
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As VP/COO, responsibilities included operations, company assets including more than \$35 Million in product inventory, facilities, operations, employees, and financials.

Vice President of Operations, Keefe Group 2003 - 2005
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Vice President of Operations for Keefe Group, responsibilities included all operations including our on-site operations, employee management at correctional facilities, our facilities, equipment, and inventory. Managed startup commissary operations in nine statewide DOC's, some of which had inmate population over 1,000 inmates. The responsibilities included development of operational plans, hiring and training of all staff, selection and procurement of facilities and equipment, contract compliance, and startup operations in numerous jail facilities including those with inmate populations above 1,000 inmates.

Director of Operations, Keefe Group 2001 - 2003
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Director of Operations, responsibilities included employee management, operations, facility management, and equipment management for Keefe Commissary Network.

Regional Manager, Keefe Group 1995 - 2001
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Regional Manager, responsibilities included the sales pursuit and customer retention for the entire Midwest region with Keefe Commissary Network.

Purchasing Agent, Keefe Group

1995 - 2001

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

Staff Accountant, Keefe Group

1992 - 1994

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis 1992

Michael Kennedy

Vice President of Sales & Marketing, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC 2004 - Present
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

President/ Vice President Sales, Infinity Networks, Inc. 1997 - 2003

- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from \$2 million to \$12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings \$800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link 1992 - 1997

- Introduced new billing product for operator service companies generating sales of \$2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from \$8 million to \$32 million.

Account Manager, National Data Corporation 1989 - 1992

- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems 1988 - 1989

- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps 1980 - 1988

- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

3 years completed in **B.A. Business Administration** - University of South Carolina, Columbia, SC

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

PROFESSIONAL EXPERIENCE

Vice President of Product Development, Inmate Calling Solutions, LLC 2002 - Present
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Chief Operating Officer, Integretel Billing Solutions 1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

Vice President Operations, Value Added Communications 1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinafad College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Barry Brinker

Vice President of Technology, Inmate Calling Solutions, LLC

SUMMARY

26 Years experience in Telecommunications providing leadership, vision and direction for technology-based corporations across North America. Managing all aspects of Operations and Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support, and 19 Years experience in Inmate Call Control Systems Management.

PROFESSIONAL EXPERIENCE

Vice President of Technology, Inmate Calling Solutions, LLC 2008 - Present
Responsible for overseeing the company's technology vision, strategy and execution to enhance operational performance, stability, scalability and customer experience.

- Develop and implement the technology roadmap, ensuring alignment with business needs and industry trends
- Lead cross-functional teams in the design, deployment and maintenance of datacenter infrastructure and software solutions
- Oversee cybersecurity and data privacy policies to safeguard company and customer information, ensuring compliance with NIST 800-53 and CJIS security practices when applicable
- Application of data driven improvements for software and service reliability
- Manage vendor relationships, negotiate contracts and optimize technology partnerships
- Develop and closely manage expense, capital and headcount budgets
- P&L accountability

Director Field Services, Securus Technologies 2006 - 2008
Responsible for a National Field Service Operations organization of 200+ Field Engineers, Field Service Managers, Installers, Project Managers and Dispatchers with an emphasis on customer service. Developed and closely managed expense, capital and headcount budgets with an annual operating budget of over \$18M. Negotiated and managed 3rd party contracts as required to meet business needs.

Manager Professional Services, Fujitsu Network Communications 1999 - 2006
Responsible for a Technical Support organization of Field Engineers who provided Professional Services such as Engineering, Installation, Turn Up and Maintenance of all Fujitsu and OEM equipment in the US, Canada, Mexico and Puerto Rico. Developed and managed expense, capital and manpower budgets with P&L responsibility of revenue streams in excess of \$3M annually.

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of installations experience in the corrections industry
- Results-driven telecommunications director
- In-depth knowledge of core telecommunications business processes and technologies
- Proven ability to perform business growth objectives of a telecommunications company
- Extensive knowledge of local and toll network architecture
- Effective management abilities in established and start-up environments

PROFESSIONAL EXPERIENCE

Director of Operations, Inmate Calling Solutions, LLC 2011 - Current
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Director of Network & Field Services, Public Communications Services, Inc. 2008 - 2011
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

Director of Partner Relations, AGM Telecom Corporation 2005 - Present
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations (\$3K per month Call Revenue) in 2005 to one hundred twenty five installations (\$3.6M per month Call Revenue) in 2007.

Director of Billing Operations, T-NETIX, Inc. 2003 - 2005
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

Sales Engineer 4/2003 - 11/2003
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Director of Sales Engineering, Solutions, Evercom Systems, Inc. 1998 - 2003

Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.

Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations 2000 - 2002

Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding \$12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over \$300M annualized revenue.

Director of Network Engineering 1999 - 2000

Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations 1998 - 1999

Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC 1990 – 1998

Developed and maintained the Domestic and International least-cost routing design for the long distance network.

Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support 1992 - 1996

Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager 1986 - 1992

Responsible for the management and installation of all correctional facilities.

Responsibilities included design, procurement, and implementation of all associated hardware.

Supervised a team of several installers and inside support personnel.

Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2004 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICsolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Service Manager, Infinity Communications, Southern Louisiana Communications 1993 - 2004

- Installation of all Jail Equipment
- Supervision of seven field technicians.
- Maintenance of communication and payphone systems.
- Administrative duties such as ordering and RMA
- Inventory management of assets within the shop.
- Training of technicians and preventive maintenance

Correctional Coordinator of Louisiana Operations, Tel-Link 1991 - 1993

- Installation of Jail Equipment
- Servicing and maintaining prison phone systems.
- Inventory control and daily production reporting.

Service Technician/Manager, Coin Call Corporation 1986 - 1991

- General Maintenance of Payphones and equipment.
- Dispatching of Payphone Technicians and Inventory.

Machine Shop Foreman, Gemoco 1981 - 1986

- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998, 1999

- Training on new equipment for prison phone systems.

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

Technical Services Manager, Inmate Calling Solutions, LLC 2004 - Present
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage \$3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

Student Asst. IV, IET MediaWorks, UC Davis 4/2003 – 9/2003
Developed interactive lessons for Spanish classes using Adobe Flash.

Information Systems Consultant, Los Gatos High School 2001 - 2002
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

Teaching Assistant/Advisor, Steve Wozniak 6/2001 – 9/2001
Assisted in teaching classes and provided general technology advice and assistance.

General Manager/Systems Administrator, HotlineHQ LLC 1999 - 2002
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created web site.

Information Services Specialist, Research Services, Inc. 1998 - 2000
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

Private consulting and tutoring

SKILLS

Computer: Linux primarily RedHat/Fedora, Mac OS Classic and X, Windows
Languages: JavaScript, HTML, PHP, BASH scripting, SQL, some proficiency with Java, C, C++, Python

EDUCATION

B.S. in Psychology with an emphasis on Biology, Classes included C and C++ University of California, Davis

Sylvia Castillo

Director of Client Services, Inmate Calling Solutions, LLC

SUMMARY

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

PROFESSIONAL EXPERIENCE

Director of Client Services, Inmate Calling Solutions, LLC 2010 - Present

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010

As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (BCI) 1993 - 2003

As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

Bachelor of Business Administration, University of the Incarnate Word - San Antonio, TX 2003

Associate of Art Degree, San Antonio College - San Antonio, TX 1995

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time.

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC 2012 - Present

Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

Regional Account Manager, Inmate Calling Solutions, LLC 2007 - 2012

Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

Senior Recruiter, MISource, Inc. 2006 - 2007

Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

Senior Representative, Verizon Wireless

2000 - 2006

Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS. (Enhancement to current system) May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

Bachelor of Business Administration, American InterContinental University 2005 - 2007

Associate's degree, Florida Metropolitan University 2003

Michael Pickell

Corporate Account Manager / Video Visitation Trainer, Inmate Calling Solutions, LLC

SUMMARY

I am a highly skilled and motivated law enforcement professional with over 29 years' experience in planning, risk analysis, contingency/crisis intervention strategy, Criminal Investigations, local, state and federal law enforcement and case protocol. I am a team player, always willing to help and collaborate with my colleagues and team members who may be in need of assistance with their cases or projects. I am proficient, organized, and confident in my ability with all aspects of criminal investigations.

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC 2022 - Present
Works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Delivers face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Investigator, Harris County District attorney's office 2016 – 2022
Served as an investigator in the Trial Bureau Division of the Harris County District Attorney's Office. In this position I would locate complainants and witnesses, serve subpoenas and assist with trial preparation for Felony cases. Previously I was assigned to the Public Corruption Division for three years. I investigated and assisted in all aspects of the prosecution for trials from the initial arraignment to preparing for trial. These cases involved public officials, high profile major crimes and any county, municipal or state employee charged with a criminal offense or penal code violation.

Investigator, SEABROOK Police Department 1995 – 2016
Served as a Detective from 2001 to 2016 working in Criminal Investigations from 2001 to 2005. Worked all types of cases from Misdemeanor offenses to Murder cases. My duties consisted of taking an offense report and developing leads by interviewing witnesses and analyzing evidence. I was also responsible for interviewing suspects and presenting cases to the District Attorney's Office for charges.

From 2005 to 2016, was assigned to various Narcotics Task Forces in the Houston Area. My first narcotics assignment was with Harris County Organized Crime for a period of one year. The next assignment was to the Pasadena Narcotics Task Force for a period of 7 years. In this position I worked major Narcotics cases all over the Houston Metropolitan area including several joint cases with the Drug Enforcement Agency. My duties consisted of mobile surveillance, writing search warrants, conducting undercover transactions which resulted in large Narcotics seizures and arrests. In 2013 I was assigned to the Galveston office of the DEA, where I continued the multiple investigations and under cover work. These investigations covered the entire gulf coast, extending as far as the interior of Mexico.

Police Officer

I began my career with Seabrook Police Department in January 1995 and worked the first six years as a patrol officer. While in this position, I worked various other shifts, including nights. During this time in Patrol, I became certified in Standardized Field Sobriety Testing, as well as a Field Training Officer. During my time as a patrol officer, I responded to and worked all types of calls, from major fatality accidents to making felony arrest.

EDUCATION

Alvin Community College/Navarro Junior College – 75 Credits

PROFESSIONAL CERTIFICATIONS:

- THE REID TECHNIQUE, Investigative Interviewing and Advanced Interrogation
- OSHA 30-Hour General Safety and Health
- Basic Peace Officer Certificate
- Intermediate Peace Officer Certificate
- Advanced Peace Officer Certificate
- Master Peace Officer Certificate
- Standardized Field Sobriety Testing Practitioner
- Sexual Assault/Family Violence Investigator
- Management/Supervision Seminar
- Cultural Diversity
- Ethics for Law Enforcement
- Human Trafficking
- Narcotics/Dangerous Drug Investigations
- Officer Safety/Survival
- Crisis Communication

SKILLS

- Microsoft Office (10+ years)
- Risk Management (10+ years)
- Risk Assessment (10+ years)
- criminal investigations (10+ year)
- Surveillance Investigations (10+ years)
- Interviewing (10+ years)
- Property Management (10+ year)
- Report Writing (10+ years)
- Crime Analysis (10+ years)
- Statistical Analysis (10+ years)

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

PROFESSIONAL EXPERIENCE

Director Information Technology, Inmate Calling Solutions, LLC 2013 - Present
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Manager Database Development, Carnegie Technologies 2011 - 2013
As manager of database development, I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

Manager Database Operations, Pocket Communications 2006 - 2011
As manager of database operations, I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources and implemented SAP Business Objects suit of products for report and data delivery. Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

Sr. Database Administrator, Clear Channel World Wide 2000 - 2006
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances and assist the administration of over 200 Microsoft SQL server instances.

Sr. Database Administrator, Billing Concepts 1998 - 2000
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

Database Administrator, ILD Telecommunications 1997 - 1998

I was responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X 7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

Lead Systems Programmer, WorldCom. 1994 - 1997

I was responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc*C / C applications and written on a Data General Aviiion running DG/UX (SVR4).

Programmer/Analyst, Operational Technologies 1993 - 1994

I was responsible for maintenance of all C / Pro*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

Journeyman Analyst, Technology Systems 1992 - 1993

I supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

Programmer, OAO Corporation 1990 - 1992

I supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

EDUCATION

Associate of Applied Science

Major: Computer Programming San Antonio College, San Antonio, Texas 1989

Associate of Applied Science

Major: Computer Applications Design San Antonio College, San Antonio, Texas 1989

James L. Dawson
Technical Support Manager, Inmate Calling Solutions, LLC

SUMMARY

Senior IT Management Professional with more than 15 years of progressive experience leading large-scale IT operations, communications systems, and cyber readiness initiatives across domestic and international environments. Proven expertise in managing cloud-based platforms, satellite and network infrastructure, and high-availability communications systems supporting global mission demands. Skilled in developing and implementing IT and cybersecurity policies, operational workflows, and disaster recovery strategies to improve service delivery, enhance security posture, and reduce risk. Recognized for delivering multi-million-dollar projects on schedule, optimizing infrastructure lifecycle performance, and achieving service uptimes exceeding 99% across critical systems. Adept at leading diverse teams, translating technical concepts for executive stakeholders, and driving organizational change through data-driven decisions and continuous process improvement. Directed supply chain operations for distributed units, optimizing inventory and transport to reduce resupply time by 30%. Holds an active Secret (Sensitive Compartmented Information) clearance and excels in cross-functional collaboration within high-pressure, complex environments.

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions, LLC 2026 - Present
Oversees Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. Works to resolve escalated client issues quickly and efficiently.

ServiceNow Administrator (Transition Fellowship), U.S. Army - Austin, TX 2025 - 2026
Provided technical and analytical support for the ServiceNow cloud-based platform used to manage internal and external organizational Information Technology workflows, knowledge management, service catalog requests, incidents, and changes. Recorded, reviewed, and implemented standard operating procedures for ServiceNow and Microsoft Azure DevOps to ensure compliance and continuity in Information Technology workflow operations. Manage knowledge-based articles, presented as Word documents or Portable Document Format (PDF) files, which include instructions, frequently asked questions, policies, and procedures designed to support the Information Technology needs of customers and end users, improving workflow processes. Provide technical and analytical support to customers and end users through Microsoft Azure DevOps, enabling leadership to track important data that supports broader organizational goals.

Senior IT Operations Manager, U.S. Army - San Antonio, TX 2023 - 2025
Managed 7 large-scale IT projects, completed each on time, and exceeded CEO's expectations. Managed the lifecycle replacement of IT equipment and infrastructure, upgrading 65% of end-user devices within two years. Directly managed 7 military personnel and three contractors, maintaining high productivity, low turnover, and positive work environment. Managed policy development and command climate survey analytics to sustain or improve organizational culture and climate. Deployed and managed Mobile Device Management for new contract that supported 200 end-user mobile devices. Developed a Remote Network Extension for 35 users across multiple networks and security levels, while monitoring and auditing the system to mitigate risks. Developed and implemented Cybersecurity and IT policies and standards that aligned with organizational strategic goals, alongside managing policy development and conducting command climate survey analytics to improve organizational culture and climate.

Director of Operations, U.S. Army - Killeen, TX 2020 - 2022
Managed operations to enable large-scale communications support across the organization. Validated equipment and network or satellite configurations for technical teams prior to deployment. Trained teams on cyber incident detection and response for use in remote and challenging environments. Developed and managed centralized operational dashboard during three multi-organization exercises, allowing leaders to easily monitor systems, networks, and data traffic. Directed and supported cross-training efforts to ensure consistent coverage and prevent disruptions. Led cross-functional teams to execute multi-phase operational campaigns, aligning logistics, intel, and stakeholder requirements to achieve 25% faster delivery of mission

objective. Planned and executed three large readiness validation events to prepare and certify 250 team members for mission deployment. Managed and tracked 64 operational tasks, ensuring internal and external deadlines and requirements were met.

Network Operations Director, U.S. Army - El Paso, TX 2017 - 2020

Planned and executed network operations for organizational deployment in support of multinational partners. Oversaw satellite communications network operations across 5 countries for 23 teams. Designed and planned the network architecture to deploy 156 pieces of communications and support equipment. Led a 14-day, self-sustaining communications field training exercise to build readiness and operational capability. Developed comprehensive training plan for international deployment, ensuring 6 teams maintained 99.8% service uptime. Oversaw local support for 8 communications support missions, achieving 99.3% service uptime. Directed and monitored the assignment and completion of 273 operational tasks across subordinate teams.

SATCOM Operations Manager, U.S. Army - Honolulu, HI 2014 - 2017

Oversaw operations, maintenance, and reporting of two heavy satellite terminals, 7 medium satellite terminals, two regional hub nodes, and other communications operational technology equipment valued at more than \$70 million. Monitored and assessed 150 satellite communications links across all terminals, providing live communication and control support to personnel in active combat and maintained 99.95% service uptime. Developed secure logging system and critical information reporting process that streamlined tracking and notification of incidents. Created 25 policies and procedures and supervised implementation of the first policy governing regional hub nodes. Built and regularly updated daily status and preventive maintenance check reports that exceeded Defense Information Systems Agency's minimum maintenance requirements. Planned and executed 12 authorized service interruptions totaling 26 hours and affecting over 500 communication links across 7 countries to perform essential maintenance on heavy satellite terminals.

Satellite Operations Specialist, U.S. Army - Wahiawa, HI 2012 - 2014

Monitored primary satellite networks for three government satellites to ensure 100% communication network health, security, and availability. Conducted satellite scans of 80 government satellites to establish operational baselines and detect potential hostile network attacks. Analyzed, reported, and responded to hostile network access incidents, performing remediation and escalating issues appropriately. Planned and validated 2,400 satellite missions to ensure precision and availability of communications network support. Conducted orbital planning and satellite commanding for two satellites to maintain optimal functionality and alignment. Performed emergency satellite commanding operations to protect safety, security, and continued operation of military satellite assets. Monitored 650 active satellite communication links, performed network load balancing and reconfiguration when necessary. Managed the installation and configuration of communication operational technology, including racks, switches, routers, and fiber and Ethernet cabling.

EDUCATION & TRAINING

B.A. Leadership and Workforce Development - Magna Cum Laude, Army University, 2022

M.S. Organizational Leadership & Business Ethics - Summa Cum Laude, Trident University, 2024

Project Management Professional Certificate - UTEP, 2025 | Customer Relationship Management Certificate – Udemy, Inc., 2026 | Microsoft Excel – Excel Advanced Certificate – Udemy, Inc., 2026 | MuleSoft Platform Certificate - Udemy, Inc., 2026 | Structured Query Language (SQL) Certificate – Udemy, Inc., 2026 | Python Pro Certificate – Udemy, Inc., 2026 | Agile & Scrum Project Management Certificate – Udemy, Inc., 2026 | Agile Scrum Master Certificate – Udemy, Inc., 2026

SKILLS

Project Management Professional, Windows 10 and 11, Active Directory, Configuration Management Database (CMDB), IT Service Management (ITSM), Remedy, Azure DevOps, ServiceNow, Satellite Communications, Networking, Mobile Device Management, Remote Network Extension, Cybersecurity Policy Development, Risk Management, System Administration, IT Equipment Lifecycle Management, Knowledge Based Articles Management, Common Operating Picture (COP), Incident Tracking and Reporting, Military Business to Business (B2B), Active Secret (SCI) Clearance



Exhibit F

Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
12/02/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME:	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A: Liberty Mutual Fire Ins Co	23035
	INSURER B: Liberty Insurance Corporation	42404
	INSURER C:	
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 570116922310 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☒ LOC ☐ OTHER:			EB2651291759065 SIR applies per policy terms & conditions	12/01/2025	12/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 Per Location Aggregate \$2,000,000
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			AS2-651-291759-075	12/01/2025	12/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	☒ UMBRELLA LIAB ☒ EXCESS LIAB ☐ DED ☐ RETENTION			TH7651291759095	12/01/2025	12/01/2026	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 Products/Completed O \$10,000,000
B	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	☒ Y ☐ N	N/A	WA765D291759045 AOS WC7651291759115 WI	12/01/2025 12/01/2025	12/01/2026 12/01/2026	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re. Evidence of Insurance: .

CERTIFICATE HOLDER

Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Aon Risk Services Central, Inc.





CERTIFICATE OF PROPERTY INSURANCE

DATE (MM/DD/YYYY)
03/16/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS: PRODUCER CUSTOMER ID #: 570000069604														
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: AXIS Insurance Company</td><td>37273</td></tr><tr><td>INSURER B:</td><td></td></tr><tr><td>INSURER C:</td><td></td></tr><tr><td>INSURER D:</td><td></td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: AXIS Insurance Company	37273	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: AXIS Insurance Company	37273														
INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570118547636 **REVISION NUMBER:**

LOCATION OF PREMISES/ DESCRIPTION OF PROPERTY (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Evidence of Insurance.

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	COVERED PROPERTY	LIMITS
	☐ PROPERTY ☐ CAUSES OF LOSS ☐ DEDUCTIBLES ☐ BASIC ☐ BUILDING ☐ BROAD ☐ CONTENTS ☐ SPECIAL ☐ EARTHQUAKE ☐ WIND ☐ FLOOD				☐ BUILDING ☐ PERSONAL PROPERTY ☐ BUSINESS INCOME ☐ EXTRA EXPENSE ☐ RENTAL VALUE ☐ BLANKET BUILDING ☐ BLANKET PERS PROP ☐ BLANKET BLDG & PP	
	☐ INLAND MARINE ☐ CAUSES OF LOSS ☐ NAMED PERILS	☐ TYPE OF POLICY ☐ POLICY NUMBER				
A	☒ CRIME ☐ TYPE OF POLICY Crime - Primary	P00100181010701 SIR applies per policy terms & conditions	11/01/2025	11/01/2026	☒ Aggregate ☒ Retention	\$5,000,000 \$100,000
	☐ BOILER & MACHINERY / EQUIPMENT BREAKDOWN					

570118547636

CERTIFICATE NUMBER:

SPECIAL CONDITIONS / OTHER COVERAGES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

CERTIFICATE HOLDER Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>
--	--

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CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
10/31/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME:	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A: AIG Specialty Insurance Company	
	INSURER B:	
	INSURER C:	
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 570116473943 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY							
	☐ CLAIMS-MADE ☐ OCCUR						EACH OCCURRENCE	
							DAMAGE TO RENTED PREMISES (Ea occurrence)	
							MED EXP (Any one person)	
							PERSONAL & ADV INJURY	
							GENERAL AGGREGATE	
							PRODUCTS - COMP/OP AGG	
	GEN'L AGGREGATE LIMIT APPLIES PER:							
	☐ POLICY ☐ PRO-JECT ☐ LOC							
	OTHER:							
	AUTOMOBILE LIABILITY							
	☐ ANY AUTO						COMBINED SINGLE LIMIT (Ea accident)	
	☐ OWNED AUTOS ONLY	☐ SCHEDULED AUTOS					BODILY INJURY (Per person)	
	☐ HIRED AUTOS ONLY	☐ NON-OWNED AUTOS ONLY					BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB						EACH OCCURRENCE	
	EXCESS LIAB						AGGREGATE	
	☐ DED ☐ RETENTION							
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY							
	ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	☐ Y / ☐ N	N/A				☐ PER STATUTE	☐ OTHER
							E.L. EACH ACCIDENT	
							E.L. DISEASE-EA EMPLOYEE	
							E.L. DISEASE-POLICY LIMIT	
A	E&O - Miscellaneous Professional-Primary			035906623 Claims Made 10/8/1996	08/15/2025	08/15/2026	Limit	\$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

Inmate Calling Solutions, LLC
dba ICSolutions
2200 Danbury Street
San Antonio TX 78217 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central, Inc.

Holder Identifier :

570116473943

Certificate No :





Page _ of _

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED Inmate Calling Solutions, LLC	
POLICY NUMBER See Certificate Number: 570116473943			
CARRIER See Certificate Number: 570116473943	NAIC CODE		
		EFFECTIVE DATE:	

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 **FORM TITLE:** Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

[illegible]



Exhibit G

Business Licenses, PUC & FCC Documentation



Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Application for Certificate of Authority for INMATE CALLING SOLUTIONS, LLC (file number 800263415), a CALIFORNIA, USA, Foreign Limited Liability Company (LLC), was filed in this office on October 29, 2003.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on July 25, 2025.



A handwritten signature in black ink that reads "Jane Nelson".

Jane Nelson
Secretary of State

Donna L. Nelson
Chairman

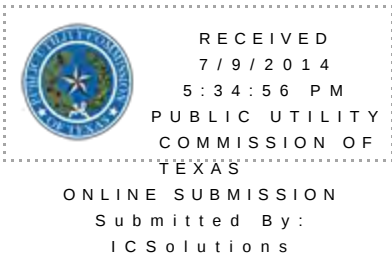
Kenneth W. Anderson, Jr.
Commissioner

Brandy D. Marty
Commissioner

Brian Lloyd
Executive Director



Rick Perry
Governor



Public Utility Commission of Texas
Pay Phone Registration
Project 41757

Company Information

Company Name: INMATE CALLING SOLUTIONS LLC

PUC Tracking No.: PP040020

Project No: 41757

Submissions: 0

Last Submitted: Never Submitted

Organization Type: Limited Liability Company, L.L.C

NOTE: For changes to business entity, state of incorporation, identification numbers, or business or professional certificates please convey information in the note field in the Affirmation section below. Thank you.

Click the "Submit" button to complete this section.

[Submit](#)

Certified D/B/A Names

Company/DBA/Additional Names Information

ICSOLUTIONS

Company Addresses and Contact Information

Address Information

Company / Physical

Company: INMATE CALLING SOLUTIONS LLC
Contact: KEN DAWSON
Title: DIRECTOR CONTRACTS & REGULATORY
Address1: 2200 DANBURY
Address2:
City/St/Zip: SAN ANTONIO TX 78217
Website: www.icsolutions.com

Non Emergency

Main: (210) 581-8100
Toll-Free: (800) 661-3845
Fax: (210) 832-8915
Home:
Cell:
Email: kdawson@icsolutions.com

Primary Address

Pay Phone Info

Carrier Service	Carrier Type	Provider Name	Action
LEC	CLEC	McLeodUSA	
LD	IXC	McLeodUSA	
LD	IXC	Qwest	
LEC	ILEC	Southwestern Bell	
County Name	Facility Name		Action
BEXAR	Bexar County Jail		
BEXAR	Bexar County Jail		
CAMERON	Cameron County Jail		
HUNT	Hunt County Detention Center		
JACKSON	Jackson County Jail		
JACKSON	Jackson County Detention Center		
MIDLAND	Midland County Jail		
MIDLAND	Midland County Jail		
MONTGOMERY	GEO Care Montgomery Center		
NEWTON	Newton County Jail		
PALO PINTO	Palo Pinto County Jail		

PALO PINTO	Palo Pinto County Jail
WEBB	Laredo Processing Center
WEBB	Webb County Detention Center
WILLACY	MTC Willacy Jail
WILLACY	Willacy County Jail
ZAVALA	Crystal City Jail
ZAVALA	Crystal CityJail

Adad Data File Uploader

Files Uploaded (max 1 files. Only txt,xls file types allowed)

File Name	Size	Date	Delete
PP040020.txt	1.43 KB	7/9/2014 5:32:03 PM	

Affirmation

Comments:

Name:

Ken Dawson

Title:

Director Contracts & Regulatory

Affirm Date:

7/9/2014 5:32:54 PM

Status:

EDIT

By submitting this report, I swear and affirm that all statements and representations submitted herein are true and correct to the best of my knowledge.



Public Utility Commission of Texas

Pay Phone Report

INMATE CALLING SOLUTIONS LLC

PP040020

Type:	Pay Phone Provider
Registration Date:	6/28/2004

DBA Names:

ICSOLUTIONS

Contact Information

Company / Physical (Mailing Address)

INMATE CALLING SOLUTIONS LLC
 KEN DAWSON
 DIRECTOR CONTRACTS & REGULATORY
 2200 DANBURY
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: kdawson@icsolutions.com
Phone: 210-581-8104
Toll Free: 800-464-8957
Fax: 210-832-8915

PAYPHONE Contact Address

INMATE CALLING SOLUTIONS LLC
 SYLVIA CASTILLO
 CUSTOMER SERVICE MANAGER
 2200 DANBURY
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: scastillo@icsolutions.com
Phone: 210-477-7381
Toll Free: 800-464-8957
Fax: 210-832-8915

Reports

2023

PAY PHONE Annual Report
Submitted: 4/27/2023

2022

PAY PHONE Annual Report
Submitted: 5/10/2022

Approved: 5/2/2023

2021

PAY PHONE Annual Report**Submitted:** 6/25/2021**Approved:** 6/28/2021

2019

PAY PHONE Annual Report**Submitted:** 7/15/2019**Approved:** 7/17/2019

2017

PAY PHONE Annual Report**Submitted:** 8/16/2017**Approved:** 8/21/2017

2015

PAY PHONE Annual Report**Submitted:** 7/27/2015**Denied:** 9/15/2015

2013

PAY PHONE Annual Report**Submitted:** 5/30/2013**Approved:** 5/31/2013

2011

PAY PHONE Annual Report**Submitted:** 5/23/2011**Approved:** 5/26/2011

2009

PAY PHONE Annual Report**Submitted:** 6/8/2009**Approved:** 6/12/2009

2007

PAY PHONE Annual Report**Submitted:** 7/12/2007**Approved:** 7/19/2007**Approved:** 5/11/2022

2020

PAY PHONE Annual Report**Submitted:** 7/23/2020**Approved:** 7/24/2020

2018

PAY PHONE Annual Report**Submitted:** 7/26/2018**Approved:** 7/30/2018

2016

PAY PHONE Annual Report**Submitted:** 5/25/2016**Approved:** 7/26/2016

2014

PAY PHONE Annual Report**Submitted:** 7/9/2014**Approved:** 7/31/2014

2012

PAY PHONE Annual Report**Submitted:** 5/15/2012**Approved:** 5/31/2013

2010

PAY PHONE Annual Report**Submitted:** 5/10/2010**Approved:** 5/14/2010

2008

PAY PHONE Annual Report**Submitted:** 7/14/2008**Denied:** 6/10/2011

2006

PAY PHONE Annual Report**Submitted:** 8/3/2006**Approved:** 9/11/2006*End Report*



Public Utility Commission of Texas

IXC Report

ICSOLUTIONS

IX050013

Type:	IXC
Date Registered:	5/27/2016

DBA Names:

No DBA Records

Prepaid Local Call:	Bus. & Res.
Prepaid Domestic LD:	Bus. & Res.
Prepaid International LD:	Bus. & Res.
Interstate LD:	Bus. & Res.
Intrastate LD:	Bus. & Res.

Contact Information

Company / Physical (Mailing Address)

ICSOLUTIONS
 KEN DAWSON
 DIRECTOR CONTRACTS & REGULATORY
 2200 DANBURY STREET
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: KDawson@icsolutions.com

Authorized Rep

ICSOLUTIONS
 KEN DAWSON
 DIRECTOR CONTRACTS & REGULATORY
 2200 DANBURY STREET
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: KDawson@icsolutions.com

Phone: 210-581-8104
Toll Free: 888-506-8407
Fax: 210-832-8915

Regulatory Rep

ICSOLUTIONS
 KEN DAWSON
 DIRECTOR CONTRACTS & REGULATORY
 2200 DANBURY STREET
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: KDawson@icsolutions.com
Phone: 210-581-8104
Toll Free: 888-506-8407
Fax: 210-832-8915

Phone: 210-581-8104
Toll Free: 888-506-8407
Fax: 210-832-8915

Authorized Rep (Complaint)

ICSOLUTIONS
 KEN DAWSON
 DIRECTOR CONTRACTS & REGULATORY
 2200 DANBURY STREET
 SAN ANTONIO, TX 78217
Web: www.icsolutions.com
Email: KDawson@icsolutions.com
Phone: 210-581-8104
Toll Free: 888-506-8407
Fax: 210-832-8915

 Reports

2023

IXC Annual Report
Submitted: 4/13/2023
Approved: 4/21/2023

2021

IXC Annual Report
Submitted: 2/24/2021
Approved: 4/5/2021

2019

IXC Annual Report
Submitted: 3/26/2019
Approved: 3/26/2019

2017

IXC Annual Report
Submitted: 3/30/2017
Approved: 4/3/2017

2006

IXC Annual Report
Submitted: 8/4/2006
Approved: 8/8/2006

2022

IXC Annual Report
Submitted: 4/12/2022
Approved: 4/13/2022

2020

IXC Annual Report
Submitted: 4/10/2020
Approved: 4/13/2020

2018

IXC Annual Report
Submitted: 4/13/2018
Approved: 4/16/2018

2016

IXC Annual Report
Submitted: 9/13/2016
Approved: 9/14/2016

 Docket/Project/Control Numbers

25000-2499

Type: PROJECT
Open Date: 3/7/2005
Close Date: 3/7/2005
Filings: New
Note: IXC APPLICATION

25000-2808

Type: PROJECT
Open Date: 8/30/2006
Close Date: 8/30/2006
Filings: Name Change
Note: AMENDMENT - Name Change from

"Inmate Calling Solutions, LLC." to "ICSolutions".

25000-3321

Type: PROJECT
Open Date: 5/2/2011
Close Date: 5/2/2011
Filings: Revocation
Note: DE-REGISTRATION - REVOCATION - In Accordance with Substantive Rule Â§26.107(c).

25000-3999

Type: PROJECT
Open Date: 5/27/2016
Close Date: 5/27/2016
Filings: New
Note: IXC RE-REGISTRATION APPLICATION

End Report



Federal
Communications
Commission

Commission Registration System (CORES)

FCC Registration

Registration Detail

FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	05/18/2020 12:49:55 PM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	1 Ken R Dawson
Contact Address:	2200 Danbury San Antonio, TX 78217 United States
Contact Email:	kdawson@icsolutions.com
ContactPhone:	(210) 581-8104
ContactFax:	(210) 832-8915



Exhibit H

Letters of Reference



OFFICE OF THE SHERIFF
COLLIN COUNTY, TEXAS

JIM SKINNER, SHERIFF

March 27, 2025

To Whom It May Concern,

I am pleased to provide this letter of reference regarding our experience with ICSolutions as a service provider for inmate communication systems at the Collin County Detention Facility.

Since the beginning of our partnership, the team at ICSolutions has been a pleasure to work with. They have consistently demonstrated professionalism, responsiveness, and a clear commitment to providing quality service. Communication has been excellent, with their team being super responsive to any questions or concerns.

We've experienced no major issues with the tablets, phones, or video visitation systems, which is a testament to the reliability of their technology and support. It's refreshing to work with a vendor that stands behind their product and truly values the success of the partnership.

ICSolutions has proven to be a great business partner, and I would not hesitate to recommend them to other agencies or facilities seeking dependable and professional inmate communication solutions.

Respectfully,

Johnny Jaquess

Johnny Jaquess
Assistant Chief Deputy



TO PREVENT FRAUD, WE WILL **NEVER**
CALL TO REQUEST PAYMENT OF FINES
OR WARRANTS OVER THE PHONE.

4300 Community Avenue, McKinney, TX 75071
Sheriff's Office (972) 547-5100 | Detention (972) 547-5200



Corporate Headquarters
4955 Technology Way
Boca Raton, Florida 33431

Tel: 561 893 0101

866 301 4436

Fax: 561 999 7635

www.geogroup.com

March 26, 2025

To Whom It May Concern,

I am pleased to provide this reference for ICSolutions. Over the course of our working relationship, I have consistently found their services to be reliable and effective. With multiple agencies operating across the country for many years, they have demonstrated a strong and established presence in the industry.

One of the standout qualities of ICSolutions is their responsiveness. Whenever an issue arises, their team addresses it promptly and with a focus on practical solutions. They are equally quick to deliver when new needs or requests come up, ensuring that our operations run smoothly. The services they provide have been dependable and have met the needs of our inmates with a level of satisfaction that we value.

I would not hesitate to recommend ICSolutions to others seeking a professional and timely service provider. Please feel free to contact me at tnadrich@geogroup.com if you have any further questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "TN", is written over a light blue horizontal line.

Todd Nadrich
Corporate Director
The GEO Group, Inc.



Fulton County Sheriff's Office

PATRICK "PAT" LABAT
FULTON COUNTY SHERIFF

185 CENTRAL AVENUE, S.W. 9TH FLOOR
ATLANTA, GEORGIA 30303
(404) 612-5101

WWW.FCSOGA.ORG

March 25, 2025

To Whom It May Concern,

I am pleased to provide this reference for ICSolutions, a team that has consistently demonstrated exceptional responsiveness and professionalism in delivering critical communication services. Over a year ago, ICSolutions was tasked with installing telephones, video systems, and tablets for our organization. Not only did they complete the installation on time, but their ability to swiftly address and resolve unexpected challenges was truly impressive. Their proactive approach ensured that any issues were handled efficiently and with a positive attitude, leaving us confident in their capabilities and commitment to excellence.

Beyond their technical expertise, ICSolutions showcased remarkable flexibility under demanding circumstances. Faced with staff shortages on our end, they willingly adapted to work unusual hours to accommodate our needs, ensuring that the project stayed on track and met the agreed-upon deadline. This level of dedication and willingness to go above and beyond reflects their customer-focused mindset and ability to deliver results, even in less-than-ideal conditions. I wholeheartedly recommend ICSolutions for any organization seeking reliable, responsive, and high-quality service.

Sincerely,

Terida Russell

Deputy Chief of Staff

terida.russell@fultoncountyga.gov

Office: 404-613-7109 Mobile: 404-951-8420



COUNTY COUNCIL OF BEAUFORT DETENTION CENTER

Multi Government Center • 106 Ribaut Road
P.O. Drawer 1228

Beaufort, South Carolina 29901-1228

Phone: (843) 255-5200 • Fax: (843) 255-5202 / (843) 255-5209



Direct Phone

From: Col. Quandara Grant, Director
To: Director Randy Demory, Berkley County Detention Center
Date: December 31, 2024
Subj: Inmate telephone Services

Dear Sir:

I was informed that you were considering signing on with ICSolutions as your inmate telephone provider. Our facility has been using their service since 2014 and have found them to be reliable, secure and very user friendly. If there is an issue, the customer support team will ensure that your issues are addressed and immediately resolved. We are also looking to provide tablets to our inmates. This is another tool to keep the inmates occupied, while providing educational materials, a communication platform, entertainment and commissary ordering without leaving the cell. If any further information is needed regarding their service, please feel free to give me a call.

Best Regards,

Col. Quandara Grant, Director
Beaufort County Detention Center

(O) 843-255-5218

(F) 843-255-5209



ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF

Elizabeth J. Darga
UNDERSHERIFF

October 24, 2024

RE: Letter of Reference for ICSolutions

To whom it may concern,

This letter is to express the satisfaction of Macomb County Sheriff's Office has with the services provided by ICSolutions.

Our agency has implemented a comprehensive array of technologies including telephone services, electronic tablets, video visitation and a mail scanning system. The adopted technology has improved inmate communications and the overall efficiency of our day-to-day jail operations. The quality and reliability of both product and service has been nothing short of amazing.

ICSolutions provides the Macomb County Jail with valuable technologies that are well maintained by a knowledgeable technical staff as well as a responsive Regional Account Manager, Brad Coens. ICSolutions has also shown a commitment to customer service and provides technical support in a timely and professional manner.

I am happy to recommend ICSolutions to any correctional facility that wishes to enhance their inmate communication capabilities.

Sincerely,

Captain Jeff Gornicki
Macomb County Sheriff's Office

October 24, 2024

To whom it may concern:

I am writing to provide a reference for ICSolutions, a company with which I have maintained a professional relationship for the past ten years. Throughout this period, I have consistently found ICSolutions to be a reliable and effective provider of communication services for incarcerated individuals.

ICSolutions demonstrates a strong commitment to maintaining secure, affordable, and reliable communication channels between inmates and their families. Their wide range of services, including phone call management and video visitation, is designed to support the well-being and rehabilitation of incarcerated individuals.

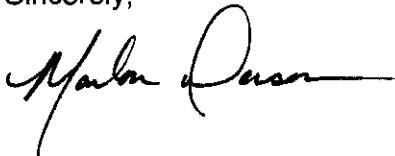
Furthermore, ICSolutions has been proactive in providing refresher and new program update training to my staff, as well as to the Osceola County Law Enforcement agencies that utilize our system. The benefits of ICSolutions are evident in our department's Internal Affairs Unit, which has effectively leveraged these services to gather intelligence, leading to arrests and aiding in the resolution of allegations of wrongdoing.

I would also like to highlight the exceptional customer support provided by Site Administrator Alex Ruiz. His professionalism, promptness, and helpfulness have been invaluable. Whenever issues arise, he collaborates directly with Corrections personnel to resolve them swiftly, always striving to ensure a positive user experience.

Over the past year, ICSolutions has implemented significant upgrades to the visitation software, greatly enhancing system speed and minimizing errors and crashes. They have also added additional kiosks to our Intake Housing areas to accommodate our needs.

I wholeheartedly recommend ICSolutions for their dedication and quality of service. Should you have any questions or require further information, please feel free to contact me.

Sincerely,



Osceola County Corrections Department
Major Marlon Denson
402 Simpson Road, Kissimmee, FL 34744
407-742-4551 ph. 407-742-4515 fax
www.Osceola.org



Department of Detention Facilities

Jennifer Road Detention Center
131 Jennifer Road
Annapolis, MD 21401
410-222-7374

Christopher Klein
Superintendent

To: Potential Clients

From: Patricia A. Moore 
Director, Business Services

Date: October 23, 2024

Re: IC Solutions

The Anne Arundel County Department of Detention Facilities has contracted with IC Solutions since 2018. Under the current contract, IC Solutions provides full inmate services to include commissary, inmate telephones, a comprehensive banking system, kiosks, vending machines and tablets.

Throughout our business relationship, the Department has been very satisfied with the service and support that IC Solutions provides. IC Solutions regularly demonstrates their ability to keep our facilities running smoothly by being available for communication at all times or on site in a timely manner to fix any equipment problems that may arise. The area Account Manager and the Regional Manager have been excellent and are always available to assist.

Recently, tablets were added to the complement of services and have positive feedback from inmates and staff alike. The tables have both free and premium content which means there is something for everyone and has been a proven revenue generator.

IC Solutions is highly recommended for all your inmate services needs. Contracting with the same company for all inmate services is beneficial in assuring continuity of services and seamless integration with the banking/debit cards/commissary/phones/vending machines/tablets and other services.

If you have any questions or require additional information, please feel free to contact me at the number above or at dcmoor47@aacounty.org.



South Bay Correctional &
Rehabilitation Facility
600 US Highway 27 South
South Bay, Florida 33493

October 18, 2024

Tel: 561.992.9505
Fax: 561.992.4091
www.geogroup.com

To Whom It May Concern:

I am writing to extend my highest recommendation for IC Solutions, based on our facility's exceptional experience with their inmate telephone services. As the Facility Administrator of the South Bay Correctional & Rehabilitation Facility, I have witnessed firsthand the positive impact of IC Solutions' technology on both our operations and the inmate population we serve.

One of the most impressive aspects of working with IC Solutions has been the response times for repairs and technical support. In the correctional facility environment, timely and efficient service is not just a convenience; it is a necessity for maintaining security and operations. IC Solutions has consistently exceeded our expectations, ensuring that any issues are addressed promptly and effectively, minimizing downtime and disruption.

Their dedication to customer service, coupled with the reliability and quality of their technology solutions, makes them a standout provider in the field of correctional facility communications. I am confident that other institutions would benefit greatly from their services, and I wholeheartedly recommend them without reservation.

Should you require any further information or wish to discuss our experience with IC Solutions in more detail, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Shay Hatcher". The signature is stylized with a large, looped "S" and a long, sweeping "H".

Shay Hatcher
Facility Administrator



MICHAEL S. FITZHUGH
SHERIFF

Rutherford County Sheriff's Office

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT:



County of Rutherford

RUTHERFORD COUNTY CORRECTIONAL WORK CENTER

William C. Cope, CJM
Superintendent

October 21, 2024

Rutherford County Correctional Work Center
1720 South Church Street
Murfreesboro TN 37130

To Whom It May Concern,

Please accept this recommendation for ICSolutions based on our long-time working relationship with the company. Our partnership over the years has been flawless. From the operation of their equipment to exemplary communication between our staff and theirs, I have nothing but praise for the service they provide.

ICSolutions regularly demonstrates their ability to keep our facility running smoothly by not only being available for communication at all times, but by being on site in a timely fashion to fix any equipment problems that may arise. They are always there with an answer to our problem.

In summary, The Rutherford County Correctional Work Center continues to be an extremely satisfied customer enjoying excellent service after all these years. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Sincerely,

Superintendent William C Cope, CJM

Rutherford County Correctional Work Center
1720 South Church Street
Murfreesboro, TN 37130
(615) 898-7847

**TELEPHONE: (615) 898-7847 / FAX: (615) 898-7847 / 1720 S. CHURCH STREET,
MURFREESBORO, TN 37130**



Lieutenant Joseph F. Usinski
Director of Technical Services
Erie County Sheriff's Office
40 Delaware Avenue
Buffalo, NY 14202
Joseph.Usinski@erie.gov
(716) 858-2845

February 2, 2024

To Whom It May Concern,

I am writing to extend my highest recommendation for ICSolutions, based on our facility's exceptional experience with their inmate telephone, video visitation, and tablet services. As the administrator of the Erie County Holding Center, I have witnessed firsthand the positive impact of ICSolutions' technology on both our operations and the inmate population we serve.

One of the most impressive aspects of working with ICSolutions has been the response times for repairs and technical support. In the correctional facility environment, timely and efficient service is not just a convenience; it is a necessity for maintaining security and operations. ICSolutions has consistently exceeded our expectations, ensuring that any issues are addressed promptly and effectively, minimizing downtime and disruption.

Furthermore, the entertainment and educational content available through the tablets has had a notable positive effect on the inmate population. Access to a variety of engaging and constructive materials has contributed to an overall improvement in inmate behavior and morale. This access not only serves as an important tool for personal development but also aids in the rehabilitation process by providing valuable learning opportunities.

The ease of use of the tablets deserves special mention. Both inmates and staff have found the interface to be intuitive and user-friendly, which has facilitated a smooth integration into our daily operations. The ability for inmates to maintain contact with their families through video visitation has also been invaluable, helping to preserve important personal connections and support networks.

In conclusion, ICSolutions has provided our facility with an exemplary service that has significantly contributed to the operational efficiency and the welfare of the inmates. Their dedication to customer service, coupled with the reliability and quality of their technology solutions, makes them a standout provider in the field of correctional facility communications. I am confident that other institutions would benefit greatly from their services, and I wholeheartedly recommend them without reservation.

Should you require any further information or wish to discuss our experience with ICSolutions in more detail, please do not hesitate to contact me.

Sincerely,

Lieutenant Joseph F. Usinski
Director of Technical Services
Erie County Sheriff's Office

JOHN D. LAKIN
SHERIFF



**OFFICE OF THE SHERIFF
MADISON COUNTY, ILLINOIS**
405 Randle Street
Edwardsville, Illinois 62025

Administration: (618) 692-6087
Investigation: (618) 692-0871
County Jail: (618) 692-1064
Emergency: (618) 692-4433
Fax: (618) 656-1210

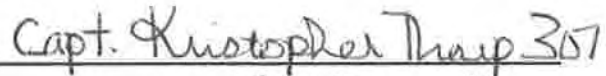
May 24, 2022

To Whom It May Concern,

The Madison County Jail (IL) has shared a partnership with IC Solutions for more than five (5) years. Our facility offers conventional landline phone services and video kiosks that allow our detainees to visit others via video. We expanded our relationship with IC Solutions in December of 2021 by introducing tablets into our facility. We now boast a 1:1 tablet to detainee ratio within our jail. This innovation allows our detainees to make phone calls from their tablets, message, and access entertainment options, along with spiritual and educational materials. Our detainees communicate with jail staff by way of the tablets to include sick call, grievances, and general requests to name a few. This advancement also has allowed us to transition from receiving US Mail physically into our facility to now having that mail sent to a remote location where it is scanned and received by our detainees electronically. Our relationship with IC Solutions has lessened the burden and work load on my staff while proving to be beneficial from a budgetary perspective.

Lastly, I would like to share with you my experience with our IC Solutions Regional Account Manager John Gardner. John has been a pleasure to work with and is quick to mitigate contingencies if and when they arise. Beyond a solid work ethic and professionalism beyond reproach, John is a good man one can feel comfortable working on dynamic issues with. His staff is receptive and the equipment is reliable. IC Solutions and John Gardner have my strong endorsement.

Should you have questions or inquiries, or if you would like to visit our facility, an open invitation is always extended.


Captain Kristopher Tharp-Jail Administrator
Madison County (IL) Sheriff's Office
FBINA Session 266
405 Randle Street, Edwardsville, IL 62025
618-296-4832
kmtharp@co.madison.il.us

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

May 23, 2022

To whom it may concern,

The Kane County Sheriff's Office contracted with ICSolutions (ICS) in March 2021. I would like to say that we are pleased with the service from ICS in regards to the detainee video visitation, phone services, and tablets. The Enforcer platform is a vast improvement to our previous system and the user interface is easy to navigate. The customer service team is great. If they cannot fix and issue remotely, a technician is quick to respond onsite to minimize downtime. I truly appreciate our representative John Gardner and his team; they are always attentive to any questions or concerns and always respond in a timely manner.

A handwritten signature in black ink, appearing to read "Scott McKanna".

Lt. Scott McKanna
Kane County Sheriff
Adult Corrections



Camden County Sheriff's Office
1 Court Circle, Suite 13
Camdenton, Missouri 65020

Letter of Recommendation

To: Potential Clients
From: Captain Brian Vinson
Date: May 20, 2022
Re: ICSolutions

To whom it may concern,

The Camden County Adult Detention Center has been using ICSolutions as our inmate telephone provider for several years now. Throughout our business relationship we have been very satisfied with the service and support this company provides. ICSolutions regularly demonstrates their ability to keep our facility running smoothly by not only being available for communication at all times, but by being on site in a timely to fix any equipment problems that may arise. In all our years together, I cannot remember any incident where service was interrupted for any extended period.

Recently we have added tablets to our services and although they are fairly new, we are already receiving positive feedback from the inmates. The tables have both free and premium content which means there is something for everyone no matter their monetary status. The free content consists of bibles and dozens of other religious texts for every denomination. In addition, there are also several free secular books as well as educational study programs form kindergarten to college level. On the premium (pay) side there are movies, books, games, and several communication avenues including email, texts, mail, and video visits. This has proven to make money but has also been paramount in the reduction of uses of force by nearly seventy-five percent. A resident whose time is occupied is less likely to create disturbances.

I highly recommend this company and would be happy to answer any questions. You may contact me at (573)346-2243 ext. 294.

Captain Brian Vinson
Jail Administrator



McLean County Sheriff's Department

JON SANDAGE, SHERIFF

"Peace Through Integrity"

Administration Office

(309) 888-5034

Law and Justice Center

104 W. Front Street

Bloomington, IL 61701

Detective Commander (309) 888-5051

Patrol Commander (309) 888-5859

Patrol Duty Sergeant (309) 888-5019

Jail Division (309) 888-5065

Process Division (309) 888-5040

Records Division (309) 888-5055

Domestic Violence Division (309) 888-4940

Fax (309) 888-5072

To Whom It May Concern,

The McLean County Detention Facility (MCDF), in Bloomington Illinois, has been using ICSolutions for our phone and video visiting systems since 2018. In that time we have added their other services such as inmate tablets, digital inmate request and grievances, off site mail scanning, and most recently integrating our commissary and inmate trust accounts into the Keefe banking system. During our time with ICSolutions we have always had prompt service that results in quick resolutions. I always refer to one time when our facility was struck by lightning and it completely destroyed our server and other technology equipment, which resulted in no phone or visiting services. ICSolutions was onsite the same day and had the issue resolved promptly, which was thought to be impossible due to the extent of the damage to the servers. When it comes to the support services, we are able to call and have changes made to our facility, such as scheduling or phone changes and they are prompt, courteous and educated on our system. I know that when our clerk calls with a question or change to our facility, she deals with the same support staff from ICSolutions on a regular basis. This not only limits that amount of time she has to spend on the phone, but gives us all confidence that each support personnel knows our facility and will address our question and/or concerns promptly. I will say that they are adaptable to our request and have always found a solution to our unique requests. We have continued to add services provided by ICSolutions over the years and I personally am happy with the services, technology and personal service that they provide.

If you have any questions or would like to speak further, please feel free to contact me directly. I know that the rest of the Jail Administration, the Chief Deputy and the Sheriff would all be happy to discuss our relationship with ICSolutions in more depth.

Thank you,

Mathew J. Proctor

Assistant Superintendent

309-888-4628

Mathew.Proctor@McLeanCountyIL.Gov



HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS
(707) 445-7335

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501

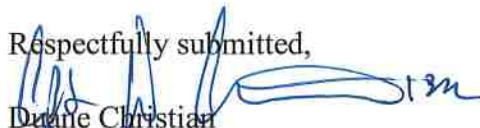
September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,


Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION
(707) 839-6600

GARBerville STATION
(707) 923-2761

CORONER'S OFFICE
(707) 445-7242

ANIMAL CONTROL
(707) 840-9132

TRINITY RIVER STATION
(530) 629-1025



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Gilletti", is written over the printed name.

Sergeant Jim Gilletti
Administrative Classification Unit



CORRECTIONAL INSTITUTION

Evan Joseph
Warden

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

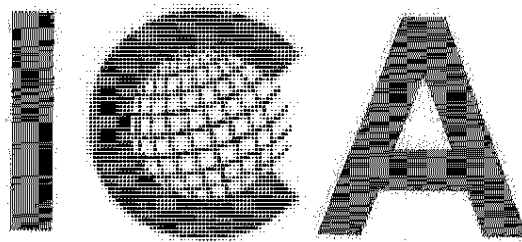
First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden



IMMIGRATION CENTERS OF AMERICA

508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF



Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office



CALDWELL COUNTY SHERIFF'S OFFICE

**** SHERIFF ALAN C. JONES ****

2351 MORGANTON BLVD. SW * LENOIR, NC 28645

PHONE: 828-758-2324 * FAX: 828-757-8685

October 7th, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,

T Bailey
Lieutenant T. Bailey



HALL COUNTY CORRECTIONAL INSTITUTION

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road
Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

Johnny Weaver, Warden
Jackson County Correctional Institution
Jefferson, Georgia 30549



SHERIFF

TUSCOLA COUNTY

SHERIFF GLEN SKRENT

UNDERSHERIFF ROBERT BAXTER

420 COURT STREET, CARO, MI 48723

Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.



Lieutenant J. Hickey #709

Kane County Sheriff's Office

hickeyjohn@co.kane.il.us

Office: 630-762-2725



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco", with a long horizontal flourish extending to the right.

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issues that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in black ink, appearing to read "P.J. Allred", is written over a light blue rectangular background.

Sheriff Preston J. Allred



SPALDING COUNTY

CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road
Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution



ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF

Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Sanborn".

Michelle Sanborn
Jail Administrator



**BOARD
OF
COUNTY
COMMISSIONERS**

***Corrections
Department***

***Sherry Johnson,
Chief***

***Nancy DeFerrari,
Deputy Chief***

**Osceola
County**

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

Yuberky Almonte
Captain – Internal Affairs
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